

HOPE MN Docket: 1367374 - 56046	
Page	Document
1	Request/approval to study for discontinuance (05/24/2011)
2	Notice (if appropriate) to Headquarters of suspension
3	Notice (if appropriate) to customers/district personnel of suspension
4	Highway map with community highlighted (06/03/2011)
5	Eviction notice (if appropriate) (06/03/2011)
6	Building inspection report and original photos of building deficiencies (if appropriate) (06/03/2011)
7	Post Office and community photos (06/03/2011)
8	PS Form 150, Postmaster Workload Information (06/06/2011)
9	Worksheet for calculating work service credit (06/06/2011)
10	Window transaction record (06/05/2011)
11	Record of incoming mail (06/05/2011)
12	Record of dispatched mail (06/05/2011)
13	Administrative postmaster/OIC comments (05/24/2011)
14	Inspection Service/local law enforcement vandalism reports (06/03/2011)
15	Post Office fact sheet (06/06/2011)
16	Community fact sheet (07/01/2011)
17	Alternate service options/cost analysis (06/05/2011)
18	Form 4920, Post Office Fact Sheet (06/22/2011)
19	Recommendation and Service Replacement Type (06/14/2011)
20	Questionnaire instruction letter to postmaster/OIC (06/06/2011)
21	Cover letter, questionnaire, and enclosures (06/14/2011)
22	Returned customer questionnaires and Postal Service response letters (06/14/2011)
23	Analysis of questionnaires (07/01/2011)
24	Community meeting roster (06/30/2011)
25	Community meeting analysis (06/30/2011)
26	Community meeting letter (Need to set before questionnaire if not held before) (06/14/2011)
27	Petition and Postal Service response letter (if appropriate) (09/14/2011)
28	Congressional inquiry and Postal Service response letter (if appropriate) (01/01/1900)
29	Proposal checklist (06/22/2011)
30	District notification to Government Affairs (07/13/2011)
31	Instructions to postmaster/OIC to post proposal (07/07/2011)
32	Invitation for comments exhibit (07/13/2011)
33	Proposal exhibit
34	Comment form exhibit (07/07/2011)
35	Instructions for postmaster/OIC to remove proposal (09/08/2011)
36	Round-date stamped proposals and invitations for comments from affected offices (09/14/2011)
37	Notification of taking proposal and comments under internal consideration (09/13/2011)
38	Proposal comments and Postal Service response letters (08/01/2011)
39	Premature Postal Regulatory Commission appeal and Postal Service response letter (if appropriate) ()
40	Proposal Analysis of comments (09/14/2011)
41	Revised proposal (if appropriate) (07/07/2011)
42	Updated PS Form 4920 (if appropriate) (06/22/2011)
43	Certification of record (09/14/2011)
44	Log of Post Office discontinuance actions (09/14/2011)
45	Transmittal to VP, Delivery and Retail, from district manager, Customer Service and Sales (09/29/2011)
46	Headquarters' acknowledgment of receipt of record (10/02/2011)
47	Final determination from Headquarters (12/01/2011)
48	Instruction letter to postmaster/OIC on posting (12/06/2011)
49	Round-date stamped final determination cover sheets ()
50	Postal Bulletin Post Office Change Announcement () (NOT ISSUED)
51	Vice president, Delivery and Retail, instruction letter (12/01/2011)



05/24/2011

ANTHONY WILLIAMS
DISTRICT MANAGER
NORTHLAND PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the MN-01 congressional district.

Post Office Name:	HOPE
Zip+4 Code:	56046-2003
EAS Level:	55
Finance Number:	264580
County:	Steele
Proposed Admin Office:	ELLENDALE
ADMIN Miles Away:	8.2
Near Office Name:	ELLENDALE
Near Miles Away:	8.2
Number of Customers:	
Post Office Box:	62
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	62
ZIP Code Change:	Yes <input checked="" type="checkbox"/> NO <input type="checkbox"/> ZIP Code 56026
Maintain Town Name:	Yes <input checked="" type="checkbox"/> NO <input type="checkbox"/>

The above office became vacant when the postmaster retired on 11/01/1996.

A review of the Hope Post Office has shown that the workload has steadily decreased. Currently the office has only 1.6 hours of work per day. Revenue has dropped 16% over the past 3 years. The office is open 6 hours daily. The Hope residents must travel to other nearby communities to buy groceries and other goods and services.

MICHAEL STEVENS
Manager, Post Office Operations

Approval to Study for Discontinuance:



DISTRICT MANAGER
NORTHLAND PFC

05/24/2011

DATE

cc: Area Manager, Public Affairs and Communication



Docket: 1367374

NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: HOPE State: MN Zip Code: 56046
Area: WESTERN District: NORTHLAND PFC
Congressional District: MN-01 County: Steele
EAS Grade: 55 Finance Number: 264580
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no Emergency Suspension for this office

Prepared by: Margaret Campbell
Title: NORTHLAND PFC Post Office Review Coordinator
Tele No: (612) 349-3568

Date: 06/03/2011
Fax No: (612) 349-0389



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: HOPE State: MN Zip Code: 56046
Area: WESTERN District: NORTHLAND PFC
Congressional District: MN-01 County: Steele
EAS Grade: 55 Finance Number: 264580
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no Emergency Suspension for this office

Prepared by: Margaret Campbell
Title: NORTHLAND PFC Post Office Review Coordinator
Tele No: (612) 349-3568

Date: 06/03/2011
Fax No: (612) 349-0389



Eviction Notice

A. Office

Name: HOPE State: MN Zip Code: 56046
Area: WESTERN District: NORTHLAND PFC
Congressional District: MN-01 County: Steele
EAS Grade: 55 Finance Number: 264580
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no eviction notice for this office

Prepared by: Margaret Campbell
Title: NORTHLAND PFC Post Office Review Coordinator
Tele No: (612) 349-3568

Date: 06/06/2011
Fax No: (612) 349-0389



Building Inspection Report

A. Office

Name: HOPE State: MN Zip Code: 56046
Area: WESTERN District: NORTHLAND PFC
Congressional District: MN-01 County: Steele
EAS Grade: 55 Finance Number: 264580
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no building inspection report nor photos for this office

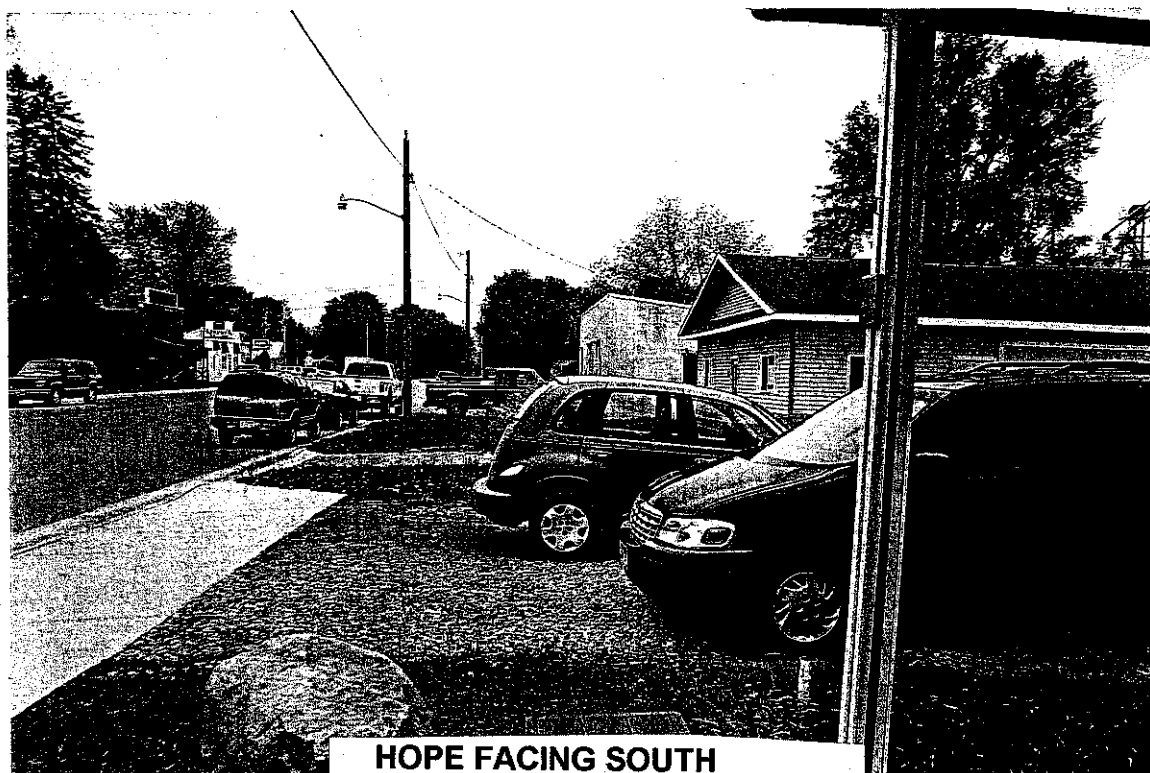
Prepared by: Margaret Campbell
Title: NORTHLAND PFC Post Office Review Coordinator
Tele No: (612) 349-3568

Date: 06/06/2011
Fax No: (612) 349-0389

DOCKET NO. 1307374-56046
ITEM NO. 7
PAGE 1



HOPE MN 56046 FACING WEST



HOPE FACING SOUTH

1302374-50040

1
2



HOPE FACING EAST



HOPE FACING NORTH

PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code HOPE, MN 56046		Postmaster's Signature	Date
District Office, State & Zip Code NORTHLAND PFC, MN 55401		District Manager's Signature Anthony Williams	Date 06/06/2011
(Check Box)		See Instructions on Reverse	
<input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR			
1. Current Office Level			55
2. Finance Number	(1-6)		264580
3. General Delivery Families Served	(7-9)		0
4. Post Office Boxes/Call Boxes Rented	(10-15)		62
5. Possible City Deliveries	(16-20)		0
6. Administrative Rural Boxes Served	(21-25)		0
7. Intermediate Rural Boxes Served	(26-30)		0
8. Administrative Responsibility form Intermediate Rural Boxes for Other Offices	(31-35)		0
9. Administrative Highway Contract/Star Route Boxes Served	(36-39)		0
10. Intermediate Highway Contract/Star Route Boxes Served	(40-43)		0
11. Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)		0
12. Number of Carrier Stations/Branches	(48-49)		0
13. Number of Finance Stations/Branches	(50-51)		0
14. Number of Contract Stations/Branches & Community Post Offices	(52-53)		0
15a. Does Office Experience A Seasonal Workload? (box one "Y" of yes, "N" for no) (If you answer "yes" of this question, complete 'Seasonal Workload' section on reverse.)	(54)		N
15b. Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)		
16. Does Office Perform Outgoing Distribution for Other Offices?	(57)		N
17. Does Office Perform Incoming Distribution for Other Offices?	(58)		N
18. Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)		N
19. Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)		N
20. Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)		N
21. Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)		N
22. Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)		N
23. Is Postmaster Lessor for Government Owned Building?	(64)		N
24. Does Office Have MPLSM/SPLSM?	(65)		N
25. Does Office Distribute Food Stamps?	(65)		N

PS Form 150, Postmaster Workload Information

	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	62	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

Instructions

- Enter current evaluated office level.
- Enter the 6 digit post office finance number.
- Enter number of general delivery families served.
- Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
- Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, Carrier Route Report for the previous accounting period.
- Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
- Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
- Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
- Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
- Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
- Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
- Enter the number of classified stations and/or branches that have carrier delivery service.
- Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.
- Enter the total number of contract stations, rural stations and community post offices.
 - A contract station is a detached finance unit manned by non-postal employees.
 - A rural station is a post office box delivery unit serviced by a rural carrier.
 - A community post office is a contract unit which provides service in a small community.
- To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

- Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a cutting, facing and cancelling operation?
- Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
- Does office separate incoming mail to carrier routes for other associate offices?
- Does office separate all incoming letter size mail to city, rural and/or star routes?
- Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPO?
- Do you have a vehicle maintenance facility under your jurisdiction?
- Do you have an air transfer office under your jurisdiction?
- Do you occupy a government-owned building and lease a portion of the building to someone else?
- Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
- Does your office distribute food stamps?

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: HOPE
 Office Zip+4: 56046 -2003 District: NORTHLAND PFC

Activity WSCs

General Delivery Families Served (Item 3, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150)	<u>62</u>	X 1.0	=	<u>62</u>
Possible City Deliveries (Item 5, PS Form 150)	<u>0</u>	X 1.33	=	<u>0</u>
Administrative Rural Boxes Served (Item 6, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Rural Boxes Served (Item 7, PS Form 150)	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150)	<u>0</u>	X 0.3	=	<u>0</u>
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150)	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150)	<u>0</u>	X 0.3	=	<u>0</u>
Total Activity WSCs				<u>62</u>

Revenue WSCs

First	25 revenue units: 1.00	X <u>25</u> units	=	<u>25.00</u>
Next	275 revenue units: 0.50	X <u>37</u> units	=	<u>18.50</u>
Next	700 revenue units: 0.25	X <u>0</u> units	=	<u>0.00</u>
Next	5000 revenue units: 0.10	X <u>0</u> units	=	<u>0.00</u>
	Balance of revenue units: 0.01	X <u>0</u> units	=	<u>0.00</u>
Total revenue WSCs:				<u>43.50</u>

Activity WSCs 62 + Revenue WSCs = 43.50 Base WSCs 105.50 = EAS Grade E

Previous evaluation: EAS grade 55

Effective date of change in service hours: _____ (if appropriate)
 (when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

MARGARET CAMPBELL

MARGARET.A.LAUER@USPS.GOV

Printed Name

Signature

NORTHLAND PFC District Review Coordinator

06/06/2011

Title

Date



05/02/2011

OIC/POSTMASTER

SUBJECT: HOPE Post Office

As you are aware, the Postal Service is evaluating a possible change in how postal services are provided to HOPE customers.

Please conduct the following surveys: Window Transaction Survey, Survey of Incoming Mail, and Survey of Dispatched Mail at the HOPE Post Office for a 2-week period. The surveys should begin 05/07/2011 and end on 05/20/2011. Please complete the enclosed forms as accurately as possible.

All forms should be completed by 05/21/2011. The completed forms may become part of an official and public record.

Thank you for your assistance. If you have any questions, please contact MARGARET CAMPBELL, Post Office Review Coordinator, at (612) 349-3568.

MARGARET CAMPBELL

Post Office Review Coordinator

cc: Official Record

Links: Window Transaction Survey - http://hqcsopps/po_dis/win/in_survey.cfm?fin=1367374

Survey of Incoming Mail - http://hqcsopps/po_dis/invol/in_survey.cfm?fin=1367374

Survey of Dispatched Mail - http://hqcsopps/po_dis/outvol/in_survey.cfm?fin=1367374

Window Transaction Survey

Completed By:

MARGARET CAMPBELL

Day/Date

Sat - 05/07	3	0	0	0	0	0	0	0	0
Sun - 05/08	0	0	0	0	0	0	0	0	0
Mon - 05/09	6	0	0	0	0	0	1	0	0
Tue - 05/10	6	0	0	0	0	0	0	2	0
Wed - 05/11	4	1	0	0	0	0	1	0	0
Thu - 05/12	6	1	0	0	0	0	0	0	0
Fri - 05/13	16	2	0	0	0	0	1	0	0
Sat - 05/14	3	0	0	0	0	0	0	0	0
Sun - 05/15	0	0	0	0	0	0	0	0	0
Mon - 05/16	4	2	0	0	0	1	0	0	0
Tue - 05/17	8	0	0	0	0	0	0	0	0
Wed - 05/18	5	2	0	0	0	0	0	0	0
Thu - 05/19	7	3	0	0	0	0	0	0	0
Fri - 05/20	8	1	0	0	0	0	0	0	0
TOTALS	76	12	0	0	0	1	3	2	0
Time Factor	X .777	X 1.083	X 1.969	X 5.06	2.875	X X	X 1.792	X 1.787	X 1.188
	4.9	1.1	0.0	0.0	0.2		0.4	0.3	0.0

Average Number Daily Transactions:

8.2

Average Daily Retail Workload in Minutes:

Survey of Incoming Mail

Survey of Incoming Mail
(Record in Pieces)

Post Office Name and Zip+4

HOPE 56046 - 2003

Dates Recorded

05/07/2011 through 05/20/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 05/07	217	23	3	20	0	0	0	57
Sun - 05/08	0	0	0	0	0	0	0	0
Mon - 05/09	168	20	19	37	0	2	0	2
Tue - 05/10	65	53	4	20	0	0	0	2
Wed - 05/11	89	80	8	35	1	0	0	2
Thu - 05/12	109	71	8	22	1	1	0	2
Fri - 05/13	108	28	5	26	1	2	0	2
Sat - 05/14	110	23	10	23	0	1	0	56
Sun - 05/15	0	0	0	0	0	0	0	0
Mon - 05/16	177	32	28	78	0	2	0	2
Tue - 05/17	41	52	25	22	0	0	0	138
Wed - 05/18	76	43	17	34	2	1	0	1
Thu - 05/19	94	40	9	30	2	2	0	12
Fri - 05/20	105	23	9	23	1	1	0	1
TOTALS	1,359	488	145	370	8	12	0	277
Daily Average	113.3	40.7	12.1	30.8	0.7	1.0	0.0	23.1

Signature of Person Making Count:

MARGARET CAMPBELL

Printed Name:

MARGARET CAMPBELL

Date:

06/05/11

Conversion Rate

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

Survey of Dispatched Mail

Survey of Dispatched Mail
(Record in Pieces)

Post Office Name and Zip+4

HOPE 56046 - 2003

Dates Recorded

05/07/2011 through 05/20/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 05/07	4	0	2	0	1	0	0	0
Sun - 05/08	0	0	0	0	0	0	0	0
Mon - 05/09	5	0	7	0	1	1	0	0
Tue - 05/10	68	0	0	0	1	1	0	0
Wed - 05/11	5	0	0	0	1	0	0	0
Thu - 05/12	47	0	0	0	0	0	0	0
Fri - 05/13	51	0	0	0	1	0	0	0
Sat - 05/14	7	0	2	0	0	0	0	0
Sun - 05/15	0	0	0	0	0	0	0	0
Mon - 05/16	15	0	0	0	0	0	0	0
Tue - 05/17	8	0	0	0	0	0	0	0
Wed - 05/18	5	0	0	0	0	0	0	0
Thu - 05/19	11	0	0	0	1	2	0	0
Fri - 05/20	13	0	0	0	1	3	0	0
TOTALS	239	0	11	0	7	7	0	0
Daily Average	19.9	0.0	0.9	0.0	0.6	0.6	0.0	0.0

Signature of Person Making Count:

MARGARET CAMPBELL

Printed Name:

MARGARET CAMPBELL

Date:

06/05/11



05/24/2011

OIC/POSTMASTER

SUBJECT: HOPE Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the HOPE Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the HOPE Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to MARGARET CAMPBELL by 06/07/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>62</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>0</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>62</u>

If you have any comments on alternate means of providing services to the HOPE customers, please provide them below:

MARGARET CAMPBELL
Post Office Review Coordinator

Comments:

cc: Official Record



06/03/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the HOPE Post Office, 56046 - 2003, located in Steele County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

MARGARET CAMPBELL
Post Office Review Coordinator
NORTHLAND PFC

NBR records of mail theft or vandalism: 1

Comments/Findings:

cc: Official Record



Docket: 1367374 - 56046
Item Nbr: 14
Page Nbr: 2

06/03/2011

Steele County Sheriff's Department

204 E Pearl St

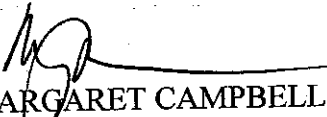
Owatonna MN 55060

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the HOPE Post Office, 56046 - 2003, located in Steele County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please return your findings in the enclosed envelope. You may use the bottom of this form to report your findings, accompanied by your signature, title, and date.

Thank you for your assistance in this matter


MARGARET CAMPBELL
Post Office Review Coordinator
NORTHLAND PFC

Enclosure: Return Envelope

Number records of mail theft or vandalism: 0

Comments/Findings:

Barbara Ruppert
Records clerk
6/9/11

cc: Official Record

Post Office Survey Sheet

Post Office Name HOPE ZIP+4 56046-2003
Congressional District MN-01 Date 06/06/2011

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

None.

2. Is the facility accessible to persons with disabilities? ☒ Yes ☐ No

3. Lease terms? 30-day cancellation clause? Month to month lease, \$3000/year

4. Are suitable alternate quarters available for an independent Post Office? If so, where?
NA

5. List potential CPO sites.
Unknown

6. Are there any postage meter customers or permit mailers? ☒ Yes ☐ No
If yes, please identify them by name and address.
Sunopta Grain Elevator, 3829 SW 93rd St Hope MN

7. Which career and noncareer employees will be affected and what accommodations will be made for them?
Noncareer OIC will be utilized in other area offices as needed.

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?
HCR drops mail at 7:00 AM and picks up dispatch at 5:00 PM.

How many Post Office boxes are installed? 100

How many Post Office boxes are used? 62

What are the window service hours? 09:30 - 12:30 & 13:00 - 16:00 M-F

09:00 - 11:00 S

What are the lobby hours? 7:00 - 17:00 M-F

7:00 - 17:00 S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.
No.

Post Office Survey Sheet(continued)

Docket: 1367374 - 56046

Page Nbr: 15

Page Nbr: 2

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)? Wall shelves.
11.	List potential CBU/parcel lockers sites and distances from present Post Office site. Unknown.
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated? Elderly customers, one who prefers PO Box for privacy. Hardship delivery may be an option for those who qualify. Customers may rent a PO Box in Ellendale, 3 miles away.
13.	<p>Rural delivery/HCR delivery.</p> <p>a. What is current evaluation? 43K</p> <p>b. Will this change result in the route being overburdened? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, what accommodations will be made to adjust the route?</p> <p>c. How many boxes and miles will be added to the route? 62, box 0.50 Miles</p> <p>d. What would be the additional annual expense if the route is increased? 7823</p> <p>e. What is the one-time cost of CBU/parcel locker installation (id appropriate)? 0</p> <p>f. At what time of the day does the carrier begin delivery to the community?</p> <p>Will this delivery time be affected if the office is discontinued? (Y or N) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, how? 0</p>
14.	Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? <input type="checkbox"/> More <input checked="" type="checkbox"/> Same <input type="checkbox"/> Less

Community Survey Sheet

Community Survey Sheet

Post Office Name	<u>HOPE</u>	ZIP+4	<u>56046-2003</u>
Congressional District	<u>MN-01</u>	Date	<u>06/06/2011</u>

1. Incorporated?

☐ Yes ☒ No

Local government provided by:

County and Township Boards

Police protection provided by:

Steele County Sheriff's Department

Fire protection provided by:

Owatonna and Ellendale Fire Departments

School location:

Ellendale and Owatonna

2. What population growth is expected? (Please document your source)

.5% through 2015 in nearest Zip Code demographics. No data available for Hope Zip Code.

3. What residential, commercial, or business growth is expected? (Please document your source)

New restaurant. SunOpta is expanding business.

History. (Are there any special historical events related to the community?)

Are there any special community events to consider?

4. Is the Post Office facility a state or national historic landmark (see ASM 515.23)?

Check with the field real estate office when verification is needed.)

None.

5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?

Retirees, farmers, those employed in local businesses and those who commute to nearby towns.

6. Which nonpostal services are provided by the Post Office (e.g., public bulletin board, school bus stop, community meeting location, voting place, government form distribution center. Do employees of the office offer assistance to senior citizens and handicapped)?

What provisions can be made for these services if the Post Office is discontinued?

Public bulletin board and normal assistance to customers who request it. Residents may post notices in other local churches and businesses.

Highway Contract Route Cost Analysis Form

Highway Contract Route Estimated Cost for Alternative Service

Office Name: HOPE

Office Zip+4: 56046 -2003

District: NORTHLAND PFC

1. Enter the number of additional boxes to be added to the route 0 x 3.64 hours per year 0.00

2. Enter the number of additional miles to be added to the route 0.00 x 10.40 hours per year 0.00

Total time added to the route 0.00

3. Enter the HCR hourly rate (Contact Area Manager, Purchasing/Contracting Officer) 0.00

Total additional compensation (HCR hourly rate x total time added to the route) 0.00

Rural Route Cost Analysis Form

Docket: 1367374 - 56046

Item Nbr: 17

Page Nbr: 2

Rural Route Carrier Estimated Cost for Alternative Replacement Service

Office Name: HOPE
Office Zip+4: 56046 -2003 District: NORTHLAND PFC

- | | | | | |
|----|---|------------------|-----------------------|------------------|
| 1. | Enter the number of additional boxes to be added to the rural route | <u>62</u> | | |
| 2. | Enter the number of additional miles to be added to the route | <u>0.50</u> | | |
| | Enter the volume factor | <u>2.82</u> | | |
| | Total (additional boxes x volume factor) | | | <u>174.84</u> |
| 3. | Enter the number of additional boxes to be added to the rural route | <u>62</u> | | |
| | Centralized boxes | <u>0.00</u> | x 1.00 Min | <u>0.00</u> |
| | Regular L route boxes | <u>0.00</u> | x 1.82 Min | <u>0.00</u> |
| | Regular Non-L route boxes | <u>62.00</u> | x 2.00 Min | <u>124.00</u> |
| | Total additional box allowance | | | <u>124.00</u> |
| 4. | Enter the number of additional daily miles to be added to the rural route | <u>0.50</u> | x 12 Mileage Standard | <u>6.00</u> |
| | Total additional minutes per week (miles carried to two decimal places) | | | <u>304.84</u> |
| 5. | Total additional annual minutes (additional minutes per week year) | <u>304.84</u> | x 52 Weeks | <u>15,851.68</u> |
| 6. | Total additional annual hours (additional annual minutes/ 60 minutes per hour) | <u>15,851.68</u> | / 60 Minutes | <u>264.19</u> |
| 7. | Enter the rural cost per hour (see national payroll summary report - rural carrier, consolidated) | <u>29.61</u> | | |
| | Total Annual Cost (additional annual hours x rural cost per hour) | | | <u>7,822.80</u> |
| 8. | Enter lock pouch allowance (if applicable) | | | <u>0.00</u> |
| | Total annual cost for alternate service (annual cost minus lock pouch allowance) | | | <u>7,822.80</u> |

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 06/22/2011																								
2. Post Office Name HOPE		3. State and ZIP + 4 Code MN, 56046-2003																										
4. District, Customer Service NORTHLAND PFC	5. Area, Customer Service WESTERN	6. County Steele	7. Congressional District MN-01																									
8. Reason for Proposal to Discontinue A review of the Hope Post Office has shown that the workload has steadily decreased. Currently the office has only 1.6 hours of work per day. Revenue has dropped 16% over the past 3 years. The office is open 6 hours daily. The Hope residents must travel to other nearby communities to buy groceries and other goods and services.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 11/01/1996 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150) Downgraded from EAS-55 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 0 No of Career- 0 No of Non-Career- 1		a. Time M-F 09:30 - 12:30 & 13:00 - 16:00 Sat 09:00 - 11:00 Total Window Hours Per Week a. Lobby Time M-F 7:00 - 17:00 Sat 7:00 - 17:00 32.00																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 62 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 62 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 7.80		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>153</td> <td>19</td> </tr> <tr> <td>b. Newspaper</td> <td>42</td> <td>0</td> </tr> <tr> <td>c. Parcel</td> <td>1</td> <td>1</td> </tr> <tr> <td>d. Other</td> <td>23</td> <td>0</td> </tr> <tr> <td>e. Total</td> <td>219</td> <td>20</td> </tr> <tr> <td>f. No. of Postage Meters</td> <td></td> <td>1</td> </tr> <tr> <td>g. No. of Permits</td> <td></td> <td>0</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	153	19	b. Newspaper	42	0	c. Parcel	1	1	d. Other	23	0	e. Total	219	20	f. No. of Postage Meters		1	g. No. of Permits		0
Types of Mail	Received	Dispatched																										
a. First-Class	153	19																										
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e. Total	219	20																										
f. No. of Postage Meters		1																										
g. No. of Permits		0																										
Finances a. FY 2008 2009 2010		Receipts \$ 32,121 \$ 47,344 \$ 23,599	b. EAS Step 1 PM Basic Salary (no Cola) \$ 19635	c. PM Fringe Benefits (33.5% of b.) \$6,578																								
16a. Quarters																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 01/01/1900 Annual Lease \$ 3000 30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																												
16b. Explain: Month to month lease																												
17. Schools, Churches and Organization in Service Area: No: 4 First Lutheran Church; Somerset Township; Steele County Trail Association; Harvest Run for Hunger		19. Administrative/Emanating Office (Proposed): Name ELLENDALE EAS Level 16 Miles Away 3.2 Window Service Hours: M-F 8:00 - 11:30 & 13:00 SAT 8:30 - 9:30 Lobby Hours: M-F 7:00 - 16:15 SAT 7:00 - 16:30 PO Boxes Available: 145																										
18. Businesses in Service Area: No: 26 Hope Creamery; Hope General Store; Hopeful Treasures; First National Bank of Waseca/Hope; Spurgy's Bar & Grill; R&L's Pittstop; The Shop; Krause's Livestock & Feed; Unforgotten Treasures; Tiger Treasures; Nancy Spindler Tupperware; SunOpta Grain; SunOpta Soy; SunRich Hearty & Natural; Wilkers Worldwide; LK Family Productions; Enviro Sense; Lynch Livestock; Lake Homes Construction; Schuler Trucking; Umbrell Trucking; Hedstrom Ins; S&S Classic Motor Sports; Vesta Schiller- Mary Kay; Pirk's Repair		20. Nearest Post Office (if different from above): Name ELLENDALE EAS Level 16 Miles Away 3.2 Window Service Hours: M-F 8:00 - 11:30 & 13:00 SAT 8:30 - 9:30 Lobby Hours: M-F 7:00 - 16:15 SAT 7:00 - 16:30 PO Boxes Available: 145																										
21. Prepared by																												
Printed Name and Title MARGARET CAMPBELL		Signature MARGARET CAMPBELL		Telephone No. AC () (612) 349-3568																								
PO Discontinuance Coordinator Name MARGARET CAMPBELL		Telephone No. AC () (612) 349-3568		Location MINNEAPOLIS, MN																								



A. Office

Name: HOPE State: MN Zip Code: 56046
Area: WESTERN District: NORTHLAND PFC
Congressional District: MN-01 County: Steele
EAS Grade: 55 Finance Number: 264580
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 19. And the verification of new service type is complete.

Prepared by: Margaret Campbell
Title: NORTHLAND PFC Post Office Review Coordinator
Tele No: (612) 349-3568

Date: 06/30/2011
Fax No: (612) 349-0389



06/06/11

OIC/POSTMASTER

SUBJECT: HOPE Post Office

Enclosed are questionnaires addressed to customers of the HOPE Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 06/29/2011 for further review.

A handwritten signature in black ink that reads "Margaret Campbell". The signature is fluid and cursive.

Margaret Campbell
Post Office Review Coordinator
Enclosures



06/14/2011

POSTAL CUSTOMER
HOPE POST OFFICE
HOPE, MN 56046

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The Postmaster at the Hope Post Office retired on 11/01/1996. The Office is being studied for possible closing or consolidation for the following reasons: A review of the Hope Post Office has shown that the workload has steadily decreased. Currently the office has only 1.6 hours of work per day. Revenue has dropped 16% over the past 3 years. The office is open 6 hours daily. The Hope residents must travel to other nearby communities to buy groceries and other goods and services.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by rural route service emanating from the Ellendale Post Office. If a change to carrier service is implemented, customers will continue to use the office name as their last line address however in order to insure regular and effective service the Zip Code will change to 56026.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the Ellendale Post Office, located 8.2 miles away. Hours of service at this office are 8:00 - 11:30 & 13:00 - 16:15, Monday through Friday, and 8:30 - 9:30 on Saturday. Post Office box service is available at this location at the same fees.

I invite you to think about a possible change to rural route service. Please return the enclosed questionnaire by 06/29/2011 using the pre-addressed envelope provided or at the community meeting. Please be aware that, if we formalize a proposal, your questionnaire will become part of an official record and will be available for public viewing.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Hope Community Center on 37th Ave on Wednesday, June 29, 2011 from 6:30 PM to 8:30 PM to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Margaret Campbell at (612) 349-3568.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink that reads "Michael Stevens". The signature is stylized, with the first name "Michael" written in a cursive-like script and the last name "Stevens" in a more blocky, capital-heavy style.

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

Enclosures:

Questionnaire and return envelope Summary of Post Office Change Regulations,
Carrier delivery information CBU information sheet (when appropriate)



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Mailing Address

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



POST OFFICE ON WHEELS SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package **MUST** have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order-receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

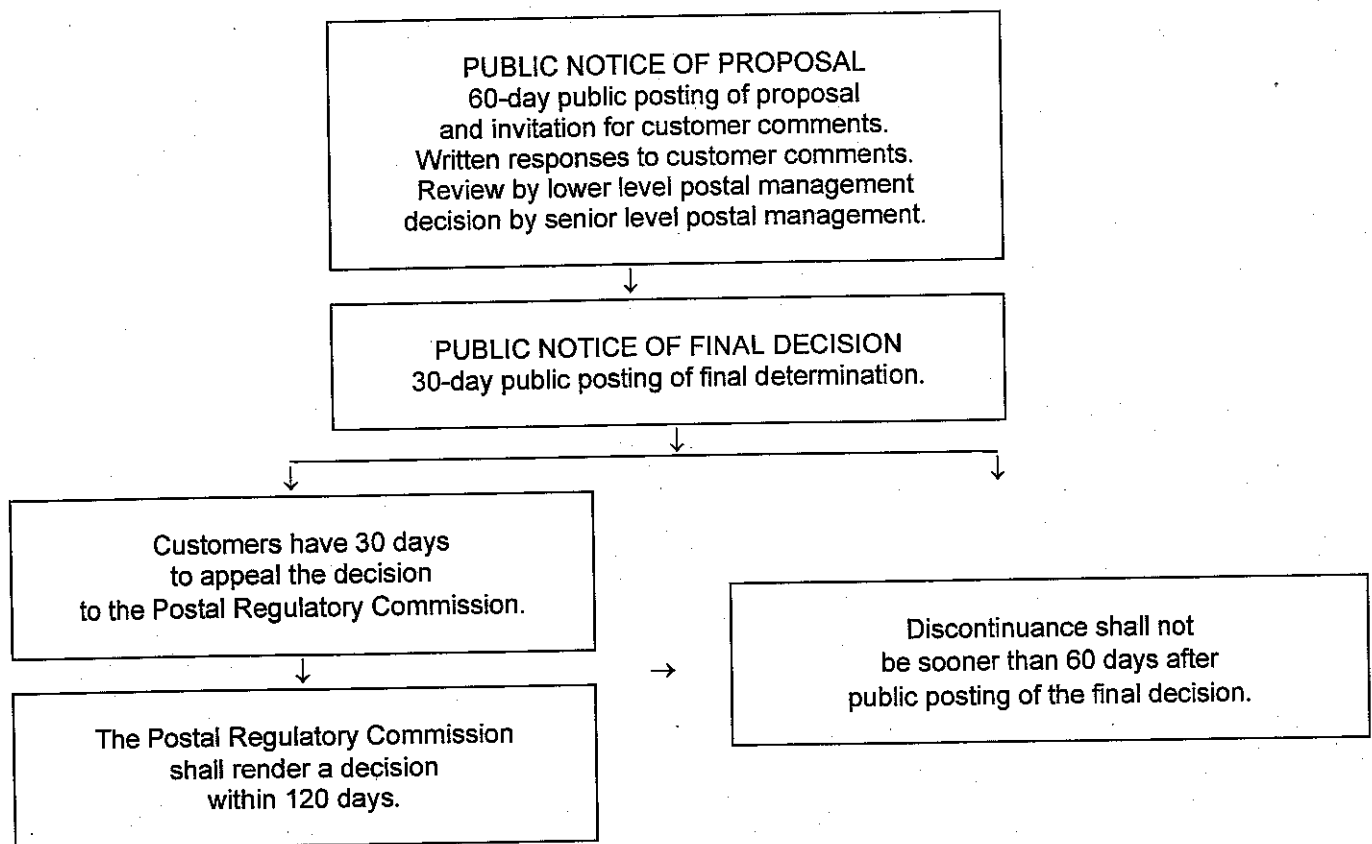
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.

SUMMARY OF POST OFFICE CHANGE REGULATIONS

Certain regulations based on federal law apply when postal managers propose to replace a Post Office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory provisions appears in Title 39, *United States Code*, Section 404(b), while the implementing regulations appear in Title 39, *Code of Federal Regulations*, Part 241.3.

According to implementing regulations, an initial investigation and any subsequent formal proposal to discontinue a Post Office originate with postal field managers responsible for Post Offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected Post Offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected Post Offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no Post Office may be closed sooner than 60 days after the public posting of the final decision.





06/21/2011

MYRON & TOM KAPLAN

9288 SW 37TH AVE
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: Postmaster Brings Mail To My car
because off disabilities

d. Using public bulletin board	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

(over)

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☒

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping

☒ Duotoma and Ellendale

Personal needs

☐ _____

Banking

☒ Duotoma

Employment

☐ _____

Social needs

☐ _____

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name:

Myron Kaplan And Tom Kaplan
(please print your name)

Address:

9288 S.W 32TH AVE HOPE MINN 56046

Telephone number:

507-451-1825

Date:

6-16-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



06/21/2011

JAMES ROSSEL

3682 81ST ST SW
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- Rural Carriers are like a post office on wheels. Most transactions can be carried out without one on one contact, but if you have postal needs, you may meet your carrier at the rural mail box. If the carrier cannot meet your needs, there is a postal person available at other local post offices, who can help you.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <i>SOMETIMES</i>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <i>SOME TIME</i>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|--|------------------------------|--|
| a. Picking up government
forms (such as tax forms) | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

(over)

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain: NO PERSONAL CONTACT

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping



OWATONNA

Personal needs



" "

Banking



Employment



Social needs



5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: JAMES ROSSEL
(please print your name)

Address: 3682 81st ST SW HOPE, MN

Telephone number: 507-451-6170 Date: 6-14-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



06/21/2011

JOHN C. PIRKL
9219 SW 37 AVE
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☒

Just as Good ☐

No Opinion ☐

Worse ☐

Please explain: I let Home After 5:30 pm office
is Locked By then

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping

☐

Owatonna

Personal needs

☐

Owatonna

Banking

☐

Owatonna

Employment

☐

Owatonna

Social needs

☐

Owatonna

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name:

John C Pickett
(please print your name)

Address:

9219 Sw 37 Ave Mope MN

Telephone number:

507-951-6942

Date:

6/15/11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

(over)



06/21/2011

MARY HERZOG

PO BOX 27
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☒

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping



Owatonna

Personal needs



Owatonna

Banking



Owatonna

Employment



Owatonna

Social needs



Owatonna

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Mary Herzog
(please print your name)

Address: P.O. Box 27 Hope

Telephone number: 451-0552 Date: 6-17-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|--|------------------------------|--|
| a. Picking up government
forms (such as tax forms) | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|---|--|
| d. Using public bulletin board | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

(over)



06/21/2011

PATRICIA A CASSEN

9276 SW 37TH AVE BOX 8
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

(over)

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain:

It wouldn't get here early in the day

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping



Personal needs



Banking



Employment



Social needs



5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name:

Patricia A. CasSEN

(please print your name)

Address:

9276 SW 37th Ave Box 8 Hape, MN 56046

Telephone number:

1-507-451-3618

Date:

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



06/21/2011

JERRY RYSAVY

10325 S CO RD 45
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping ☐

Personal needs ☐

Banking ☐

Employment ☐

Social needs ☐

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: *

(please print your name)

Address:

Telephone number:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1 c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

(over)



06/21/2011

JOHN A. LENT

8043 CO RD 3
OWATONNA, MN 55060

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping	<input checked="" type="checkbox"/> <u>Owatonna, Mankato, Rochester</u>
Personal needs	<input checked="" type="checkbox"/> <u>" " "</u>
Banking	<input checked="" type="checkbox"/> <u>Owatonna</u>
Employment	<input checked="" type="checkbox"/> <u>Retired</u>
Social needs	<input type="checkbox"/> _____

5. Do you currently use local businesses in businesses in your community?

Yes ☒ No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒ No ☐

Name: John A. HENT
(please print your name)

Address: 8043 Co. Rd. 3, Owatonna, MN 55060

Telephone number: 507-451-1022 Date: June 15, 2011

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|--|------------------------------|--|
| a. Picking up government
forms (such as tax forms) | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

(over)



06/21/2011

GEORGIA L. VINCENT
8370 COUNTY RD 3
OWATONNA, MN 55060

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in cursive script that reads "Michael P. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping ☐ _____
Personal needs ☐ _____
Banking ☐ _____
Employment ☐ _____
Social needs ☐ _____

5. Do you currently use local businesses in businesses in your community?

Yes ☒ No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒ No ☐

Name: Georgia L. Vincent
(please print your name)

Address: 8370 County Rd 3 Owatonna, MN 55060

Telephone number: 507-451-3257 Date: 6-15-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

(over)



06/21/2011

MARY SHERVA

PO BOX 82
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



UNITED STATES
POSTAL SERVICE

I live across ⁻²⁻ from the one in Hope !!!

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain:

Other post offices you cant find
a place to park and has a long
waiting line and sometimes rude

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping



owatonna - Austin

Personal needs



owatonna - Austin

Banking



owatonna - Rochester

Employment



owatonna

Social needs



owatonna - Austin - Rochester

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☐

No ☒

Name:

Mary L Sherva

(please print your name)

Address:

PO Box 82

Telephone number:

507-456-6898

Date:

6-16-2011

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

(over)



06/21/2011

NANCY BOSSHART

9260 37TH AVE SW
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens". The signature is written in a cursive, flowing style.

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☒ Worse ☐

Please explain: I like to have the Post Office to
stay open. Very nice to have one
in Hope.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping

☒ OWATONNA

Personal needs

☒ OWATONNA

Banking

☒ HOPE

Employment

☒ OWATONNA

Social needs

☐ _____

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☐

No ☒

Name: NANCY BOSSHART
(please print your name)

Address: 9260 37th AVE SW HOPE MN. 56046

Telephone number: _____

Date: JUNE 14, 11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

(over)



06/21/2011

CURRENT RESIDENTS

PO BOX 56
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐Just as Good ☐No Opinion ☒Worse ☐

Please explain:

Mail secured @ post office, and is locked away from public

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping

☒ Owatonna

Personal needs

☒ Austin, Rochester, Owatonna, Medford

Banking

☒ Medford, Owatonna

Employment

☒ Owatonna, Medford

Social needs

☒

5. Do you currently use local businesses in businesses in your community?

Yes ☒No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒No ☐

Name:

Current Residents

(please print your name)

Address:

P.O. Box 56 Hope, MN 56046

Telephone number:

Date:

5/16/2011

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

(over)



06/21/2011

JAMES THOMPSON

9151 37TH AVE SW
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael P. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain: A lot of times I will have questions or
need help making sure that I am picking the
correct services.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping



Omaha

Personal needs



Banking



Employment



Social needs



5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name:

James Thompson
(please print your name)

Address:

9151 37th Ave SW Hope MN 56046

Telephone number:

507 214 2909

Date:

6-15-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

(over)



06/21/2011

KEVIN BERNHARDT-FIRST NATL BANK OF WASECA

9087 SW 37TH AVE
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael P. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices: Ellendale

Ellendale is 7 1/2 miles from Hope.

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping



Waseca - Owatonna

Personal needs



Waseca - Owatonna

Banking



Employment



Social needs



Waseca - Owatonna

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name:

Kevin Bernhardt - First National Bank of Waseca-Hope Off.
(please print your name)

Address:

1516 Clear Lake Dr. Waseca - 56093

Telephone number:

507-399-1452

Date:

6-14-11

9087 SW 37th Ave
Hope, Mn 56046
507-451-5818

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

(over)



06/21/2011

JAMES KRAUSE

BOX 86
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain:

I don't want a mailbox

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping

☐

Personal needs

☐

Banking

☐

Employment

☐

Social needs

☒

D Watanna

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name:

James Krause
(please print your name)

Address:

Box 86 Hope MN 56046

Telephone number:

507 451 3043

Date:

6-14-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

(over)



06/21/2011

SUNOPTA

3824 SW 93RD ST BOX 128
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: wouldn't receive mail as early
as we do now.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

n/a

Shopping	<input type="checkbox"/>	_____
Personal needs	<input type="checkbox"/>	_____
Banking	<input type="checkbox"/>	_____
Employment	<input type="checkbox"/>	_____
Social needs	<input type="checkbox"/>	_____

5. Do you currently use local businesses in businesses in your community?

Yes ☒ No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒ No ☐

Name: SunOpta
(please print your name)

Address: 3824 SW 93rd St PO Box 128 Hope MN 56046

Telephone number: 507-451-4724 Date: 6-14-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

(over)



06/21/2011

JANE ENGEL

PO BOX 75
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐No ☒If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐Just as Good ☐No Opinion ☐Worse ☒Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping

☒ Owatonna

Personal needs

☒ Owatonna

Banking

☐ NA

Employment

☐ NA

Social needs

☐ NA

5. Do you currently use local businesses in businesses in your community?

Yes ☒No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒No ☐

Name:

Jane Engel

(please print your name)

Address:

PO Box 75

Telephone number:

507/451-3043

Date:

6-14-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

(over)



06/21/2011

STEVEN JENSEN

PO BOX 54
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael P. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☒

If yes, which offices: Owat.

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☒

No Opinion ☐

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping

☒ Owat.

Personal needs

☒ Owat.

Banking

☒ Owat.

Employment

☒ Owat.

Social needs

☒ Owat.

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☐

No ☒

Name: STEVEN JENSEN

(please print your name)

Address: P.O. BOX 54 36425 W 91ST
HOPE, MN, 56046

Telephone number: 1-507-390-5887 Date: 6-14-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

(over)



06/21/2011

LORI ANN BOYSEN
9323 37TH AVE BOX 116
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael P. Stevens". The signature is written in a cursive, flowing style.

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices:

Owatonna

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping

☒ Owatonna

Personal needs

☒ Owatonna

Banking

☐

Employment

☒ Owatonna

Social needs

☐

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name:

Lori Ann Boysen

(please print your name)

Address:

9323 37th Ave. Sw. Box 116 Hope mn. 56046

Telephone number:

507-451-8142

Date: 6-19-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

(over)



06/23/2011

MILDRED STOCKWELL
8725 37TH AVE PO BOX 33
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☒

No Opinion ☐

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping

☐

Walmart Owatonna

Personal needs

☐

" "

Banking

☐

1st PB " "

Employment

☐

Social needs

☐

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Mildred Stockwell
(please print your name)

Address: 8725 37th Ave SW PO Box 33 Hope, MN 56046

Telephone number: 507-451-0431 Date: 6/14/2011

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

(over)



06/23/2011

KEN & VESTA SCHILLER

8726 SW 37TH AVE PO BOX 62
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices: Owatonna offices, Ny-Dee

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☒

Just as Good ☒

No Opinion ☐

Worse ☐

Please explain: When arriving at home after 5:00 P.m. I would be able to get my mail.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping	<input checked="" type="checkbox"/>	<u>Owatonna</u>
Personal needs	<input checked="" type="checkbox"/>	<u>Owatonna</u>
Banking	<input checked="" type="checkbox"/>	<u>Hope</u>
Employment	<input checked="" type="checkbox"/>	<u>Owatonna</u>
Social needs	<input checked="" type="checkbox"/>	<u>Owatonna</u>

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Ken + Vesta Schiller
(please print your name)

Address: 8726 SW 37th Ave P.O. Box 67 Hope, Mn

Telephone number: 507-455-0698 Date: 6.20.11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

(over)



06/28/2011

DAWN GRUNKLEE
9249 SW 62ND AVE
ELLENDALE, MN 56026

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices: Quatonna Post Office when I go to
the Quatonna Library

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping

☒ Quatonna, Mankato, Rochester

Personal needs

☒ Quatonna

Banking

☒ Quatonna

Employment

☒ Quatonna

Social needs

☒ Quatonna, the Cities

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Mura Grunklee
(please print your name)

Address: 9249 SW 62nd Avenue Ellendale, MN 56026 (but live closer to Hope + rarely go to the Ellendale)

Telephone number: (507) 993-7742 Date: 6/22/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
* g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

(over)

* I have children in the military & fill out
the customs forms at the Post Office in Hope
when I send them packages overseas



06/28/2011

DANIEL & BRENDA HAUGEN

PO BOX 6
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens". The signature is written in a cursive, flowing style.

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

(over)

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices: New Richland, Owatonna

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain:

mail is much safer left in a P.O. Box all day.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping

☒ Owatonna

Personal needs

☒ Owatonna

Banking

☒ Owatonna

Employment

☒ New Richland

Social needs

☐ ?

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☐

No ☐ unsure!

Name:

Daniel
Brenda Haugen
(please print your name)

Address:

P.O. Box 6 Hope MN 56046

Telephone number:

507-455-3282

Date: 6-20-2011

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



06/28/2011

TIM & SHAWNA FITZGERALD

9176 SW 37TH AVE
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael P. Stevens". The signature is written in a cursive, flowing style.

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990



2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices: Awatonna Post Office

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☒

Just as Good ☐

No Opinion ☐

Worse ☐

Please explain: We aren't always home by 5pm to get regular mail and we are never home by 4 to get packages or signature delivery.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping



Awatonna

Personal needs



"

Banking



"

Employment



"

Social needs



"

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Tim & Shawna Fitzgerald
(please print your name)

Address: 9176 SW 37th Ave, Hope, MN 56046

Telephone number: 507-214-2881

Date: 6-19-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1 c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|--|------------------------------|--|
| a. Picking up government
forms (such as tax forms) | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|---|--|
| d. Using public bulletin board | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

(over)



06/28/2011

AMY PERRY

8925 SW 37TH AVE
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Picking up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

(over)



06/30/2011

DORIS KRAUSE

PO BOX 86
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in cursive script that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping

☒ Owatonna & Hope

Personal needs

☒ "

Banking

☐ _____

Employment

☐ _____

Social needs

☒ "

5. Do you currently use local businesses in businesses in your community?

Yes ☒ No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒ No ☐

Name: Doris Krause
(please print your name)

Address: 8753 SW 37th Ave. P.O. Box 86

Telephone number: 507 451-1619 Date: 6-29-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

I feel that there should be
other ways that all of our
government waste could be
handled rather than chipping
away at our conveniences of
life as we have it, especially
in our small rural
communities.

I've lived here 61 years &
do not want to lose our
post office!! (in Hope, MT)

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

(over)



06/30/2011

GLENN WIESJHAN

PO BOX 64
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens". The signature is written in a cursive, flowing style.

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping

☒ Owatonna

Personal needs

☒ Owatonna

Banking

☐ _____

Employment

☐ Retired

Social needs

☒ Owatonna

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Glenn Wiesjhan
(please print your name)

Address: 3301 SW 93rd St. Owatonna Mn. (Box 64 Hope, Mn)

Telephone number: 507-451-2902 Date: 6-29-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Picking up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: Assist 91yr old mother

d. Using public bulletin board	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

(over)



06/30/2011

DAVID NELSON

1110 FOXTAIL LANE
OWATONNA, MN 55060

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens". The signature is written in a cursive, flowing style.

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? Yes ☐ No ☐

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping ☐ _____
Personal needs ☐ _____
Banking ☐ _____
Employment ☐ _____
Social needs ☐ _____

5. Do you currently use local businesses in businesses in your community?

Yes ☒ No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☐ No ☐

Name: David & Zetty Claire Nelson
(please print your name)

Address: 1110 Fortail Lane - Owatonna, MN 55060

Telephone number: 1-507-451-8688 Date: 6-29-2011

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|--|------------------------------|--|
| a. Picking up government
forms (such as tax forms) | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| e. Other | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |

If yes, please explain: We use the public bulletin board for
① Auction ② Day Care ③ Any kind of Church Supper
Parake breakfast, Salad luncheon ④ when the Post office
Stays open / closed

(over)

To Whom it May Concern:

We feel that the Post office
could save money would be no Sat.
Post office! We could easily get by
with no service!

We belong to the Owatonna area, but
do you know how much we have to
wait - a long time!! It is much easier
to go five miles to go to Hope than
wait at the Owatonna Post office

We have no knowledge^{or} help in going
to Hope - where we know how much help
We are going to get.

John



"Rejoice in the Lord always...."
Philippians 4:4 NIV



06/30/2011

RICHARD BOYSEN

9149 SW 37 SW
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain: I go to the Post Office EVERY DAY
to mail different things from my P.O. box
I think the Post Office should stay open!

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community: _____

Shopping



Personal needs



Banking



Employment



Social needs



5. Do you currently use local businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☐

No ☐

NOT AS MUCH

Name: RICHARD BOYSEN
(please print your name)

P.O. BOX 126

Address: 9149 SW 37th AVE, MIAMI, FL 33156

Telephone number: 451-5599 Date: 6-29-66

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

(over)



06/30/2011

LEE E. BASS

9324 SW 37TH AVE
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping



OWATONNA

Personal needs



OWATONNA

Banking



OWATONNA Also Hope

Employment



RETIRED

Social needs



OWATONNA - Ellendale

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name:

LEE E. BASS

(please print your name)

Address:

9324 SW 37th Ave, Hope, MN 56046-0035

Telephone number:

451-8446

Date: 6-29-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|--|------------------------------|--|
| a. Picking up government
forms (such as tax forms) | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

If yes, please explain: _____

(over)



06/30/2011

DALE WILKER
PO BOX 23
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain: How would we mail packages if
we don't know what it is, how where would the
Boxes Be, also most people never go to Ellendale

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping ☐ _____

Personal needs ☒ Owatonna

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Dale Wilker
(please print your name)

Address: PO Box 23 Hope

Telephone number: 451-6411 Date: 6/25/11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

My Question is how much would we save
by having a mail carrier and arent you
just putting additional costs on the present
patrons

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

(over)



06/30/2011

HOPE FULL TREASURES

BOX 97
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices:

I never go to Ellettsdale which is about 2 miles instead of 3 as you have listed. I would have to take all of my business to Owatonna (a total inconvenience)

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping

☐

Personal needs

☒

Banking

☐

Employment

☐

Social needs

☐

Owatonna

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Hope Full Treasures
(please print your name)

Address: Box 97 Hope

Telephone number: 451-1288

Date: 6/25/11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

My Business & all other Businesses would be adversely affected because people would no be coming down town.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|--|------------------------------|--|
| a. Picking up government
forms (such as tax forms) | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

If yes, please explain: _____

(over)



06/30/2011

ANGELA BOYSEN

8777 37TH AVE SW
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☒

Worse ☐

Please explain: It would be fine but I would
much rather be able to pick it
up daily whenever I need to and have a place
close to buy stamps & stuff.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping



Owatonna

Personal needs



Hope ; Owatonna

Banking



Owatonna

Employment



Owatonna

Social needs



many surrounding towns

5. Do you currently use local businesses in businesses in your community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Angela Boyser
(please print your name)

Address: 8777 37th ave SW Hope, mn 56416 Po Box 15

Telephone number: 952-393-6321 Date: 6-27-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: I assist the girl I do home
Care for in picking up or sending mail
at the Hope post office

d. Using public bulletin board	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: Pasting current things happening
in the community

(over)



06/30/2011

WILKER'S WORLDWIDE EXPRESSES

BOX 37
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: Haven't we gone through all the
negatives at your other attempts to close
it

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping ☐ _____
Personal needs ☒ Quabbin
Banking ☐ _____
Employment ☐ _____
Social needs ☐ _____

5. Do you currently use local businesses in businesses in your community?

Yes ☐ No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☐ No ☐

Name: Wilker's Worldwide Enterprises
(please print your name)

Address: Box 37 Hope

Telephone number: 451-9211 Date: 6/25/11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: the post office is the central
gathering point for people in Hope. Everyone must
come here every day & if it is closed, they
would not which would affect all of
the other businesses in Hope & be a terrible
inconvenience especially to the senior citizens
or those who have trouble driving



06/30/2011

CALVIN & MARY HOEZZ
8752 SW 7TH AVE BOX 83
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Hope Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Hope Post Office should be pursued, a formal proposal will be posted in the Ellendale Post Office and Hope Post Office at a later date. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens". The signature is written in a cursive, flowing style.

MICHAEL STEVENS
Manager, Post Office Operations
100 South First St. Room 409
Minneapolis, MN, 55401-9990

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section.

a. How do you think carrier route delivery service to a rural mailbox near your home would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☒ Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Community:

Shopping	<input checked="" type="checkbox"/>	<u>OWATONNA</u>
Personal needs	<input checked="" type="checkbox"/>	<u>OWATONNA</u>
Banking	<input checked="" type="checkbox"/>	<u>OWATONNA</u>
Employment	<input type="checkbox"/>	<u>N/A</u>
Social needs	<input type="checkbox"/>	<u>N/A</u>

5. Do you currently use local businesses in businesses in your community?

Yes ☒ No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒ No ☐

Name: CALVIN & MARY HELL
(please print your name)

Address: 9752 SW 37th AVE, Box 83, HOPE, MN., 56046

Telephone number: 507-451-9594 Date: 6/14/11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HOPE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

(over)

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the HOPE Post Office on 06/14/2011. Additionally, during the survey period, questionnaires were available at the HOPE Post Office to walk-in retail customers.

1. **Number of Questionnaires**

Total Questionnaires distributed	<u>62</u>
Favorable to proposal	<u>4</u>
Unfavorable to proposal	<u>19</u>
Expressing no opinion	<u>12</u>
Total questionnaires received	<u>35</u>

Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):

No Concern

Response:

2. Concern (No Opinion):

Customers expressed concern that postal employees at the administrative Post Office are rude.

Response:

Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.

3. Concern (No Opinion):

Customers were concerned about disability hardship.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

4. Concern (No Opinion):

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

5. Concern (No Opinion):

Customers were concerned about obtaining services from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

6. Concern (No Opinion):

Customers were concerned about where they would purchase stamps.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

7. Concern (No Opinion):

No Concern

Response:

8. Concern (Unfavorable):

Customers asked why their Post Office was being discontinued while others were retained.

Response:

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

9. Concern (Unfavorable):

Customer's concern was that he doesn't want a mailbox

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales. You may choose to rent a Post Office box in another office.

Concern (UnFavorable):

10. Customers expressed concern that postal employees at the administrative Post Office are rude. Customer also expressed concern about long waiting lines and parking.

Response:

Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern along with your concerns about parking at lines at other offices will be conveyed to the postmaster by the Manager, Post Office Operations.

Concern (UnFavorable):

11. Customers were concerned about later delivery of mail.

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

Concern (UnFavorable):

12. Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

Concern (UnFavorable):

13. Customers were concerned about obtaining personal service from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

Concern (UnFavorable):

14. Customers were concerned about obtaining services from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

Concern (UnFavorable):

15. Customers were concerned about the inconvenience of travelling to another post office

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

Concern (UnFavorable):

16. Customers were concerned about the lack of personal contact with the postal employees.

Response:

Rural Carriers are like a post office on wheels. Most transactions can be carried out without one on one contact, but if you have postal needs, you may meet your carrier at the rural mail box. If the carrier cannot meet your needs, there is a postal person available at other local post offices, who can help you.

Concern (UnFavorable):

17. No Concern

Response:

Nonpostal Concerns

The following nonpostal concerns were expressed

Concern (UnFavorable):

1. Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response:

Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

Community Meeting Roster

Postal Service Representative (Names and Titles),

Date: 06/29/2011

Mike Stevens MPOO

Time 6:30 PM

Tom Sheimo Postmaster

Kim Nelson-Gohr Postmaster

Total Number of Customers Present

28

Place: Hope Community Center on 37th Ave

Post

This document will be placed in an administrative record that, if discontinuance goes forward, becomes available for public inspection.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Doris Krause	P.O. Box 86 8753 SW 37th Ave	56046	507-451-1619
Pat Fischer	P.O. Box 23 8727 SW 37th Ave	56046	507-451-5763
Dale Elwick	Box 23 - Hope	56046	507-451-6711
Linda A Wilken	Box 53 Hope	56046	507 456-3064
Michael Strickwell	PO Box 33 Hope	56046	507 451-0471
Cheryl Harlicker	PO Box 56 Hope	56046	507 456 7653
Glenn Wiesehan	P.O. Box 64 Hope	56046	507-451-2902
Myron Kaplan	Box 51 Hope	56046	507-451-1825
Nancy Boschert	Box 21 Hope	56046	507 202-5131
Pat Cassen	Box 8 Hope	56046	507-451-3618
Marie Dabrowski First National Bank	P.O. Box 38 Hope	56046	507-451-5818
Kevin & Mary Herzog	P.O. Box 27 Hope	56046	507-451-0552
Mark & Royetta Spurgeon	PO Box 4 Hope	56046	507-214-2938
Tim Krause	PO Box 86 Hope	56046	507-451-3043
Jane Engel	PO Box 75 Hope	56046	507-213-7237

Community Meeting Roster

 DOCKET NO. 1367374-56046
 ITEM NO. 24
 PAGE 2

Postal Service Representative (Names and Titles)

Date 06/29/2011

Mike Stevens MPOD

Time 6 30 PM

Tom Sheimo Postmaster

Kim Nelson-Gohr Postmaster

Total Number of Customers Present

0

Place Hope Community Center on 37th Ave

Post

This document will be placed in an administrative record that, if discontinuance goes forward, becomes available for public inspection.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Joe Farr	PO Box 13 Hope	56046	(507) 456-0485
Rick Boyson	P.O. Box 126 Hope	56046	(507) 451-5599
Emily D. (First Name) (Last Name) (Address)	PO Box 7	56046	(507) 444-4102
Yolanda R. R. R.	PO Box 68+128	56046	507 451-4724
Lee E. Barr	PO Box 35	56046	(507) 451-8446
Jim Thompson	PO Box 3	56046	507-214-2909
Tina Thompson	PO Box 3	56046	507-214-2909
Zebby Claire Nelson			507-451-8588
Cheryl Harlicker	PO Box 56	56046	507-456-7653
Myron Spindler	P.O. Box 57	56046	507-451-0051
LORI THIELE	PO Box 9998	56046	507-455-1211

Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

1. Concern (UnFavorable):
Customers felt the route should emanate from a different office than the one proposed because that office is closer.
Response:
The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Owatonna is a different 3-digit Zip Code from Ellendale, so mail processing is done in a different location.
2. Concern (UnFavorable):
Customer expressed a concern about package delivery and pickup.
Response:
Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
Concern (UnFavorable):
3. Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.
Response:
The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.
4. Concern (UnFavorable):
Customers expressed concern about having to erect a rural mailbox.
Response:
Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.
5. Concern (UnFavorable):
Customers inquired about mailbox installation and maintenance.
Response:
Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
6. Concern (UnFavorable):
Customers were concerned about a change of ZIP Code.
Response:
The proposed change of the ZIP Code is necessary due to 911 addressing requirements. If you put up a rural box, you would use your street address and the Zip Code assigned by the county. You may continue to use "Hope MN" as the city name.
7. Concern (UnFavorable):
Customers asked why their Post Office was being discontinued while others were retained.
Response:
Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
8. Concern (UnFavorable):
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.
Response:
The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

Nonpostal Concerns

1. Concern (UnFavorable):
Customers were concerned about senior citizens.

Response:

The Village Post Office will continue to provide stamp sales and package mailing services. The Village Post Office operator will provide special assistance to senior citizens and those who face special challenges.

2. Concern (UnFavorable):
Customers were concerned about loss of employment in the community.

Response:

The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

Concern (UnFavorable):

3. Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response:

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

4. Concern (UnFavorable):
Customers were concerned about growth in the community.

Response:

The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.



LETTER NOT USED. PLACE HOLDER ONLY

06/14/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at Hope Community Center on 37th Ave on 06/29/2011 from 6:30 PM to 8:30 PM to answer questions and provide information about our service.

If you have any questions, you may contact Margaret Campbell at (612) 349-3568.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

MICHAEL STEVENS
Manager, Post Office Operations

Docket 1367374-56046

Item 27

Page 1

MEMO TO RECORD

A petition to keep the Hope MN Post Office open was received with a Comment form from James Krause. There were approximately 247 signatures (no printed names) on the petition. It is included in the response to Mr. Krause under item 38, pages 3A through 3M.



A. Office

Name: HOPE State: MN Zip Code: 56046
Area: WESTERN District: NORTHLAND PFC
Congressional District: MN-01 County: Steele
EAS Grade: 55 Finance Number: 264580
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 28. There was no Congressional inquiry.

Prepared by: Margaret Campbell
Title: NORTHLAND PFC Post Office Review Coordinator
Tele No: (612) 349-3568

Date: 07/07/2011
Fax No: (612) 349-0389

Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS- 11, Minimum, no COLA)

\$ 19,635

Fringe benefits 33.5%

\$ 6,578

Rental costs, excluding utilities

\$ 3,000

Total annual costs

\$ 29,213

Less estimated cost of replacement service

- 7,823

Total annual savings

\$ 21,390

A one-time expense of \$ will be/was incurred for installation of CBUs and parcel lockers.

Y
Y

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

The Postal Service has identified no other factors for consideration (if appropriate).

List other factors as appropriate.

Other factors when replacement service is a CPO.

✓
✓
✓

Section VI

Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

✓

Section VII

Notices

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

✓

Checklist Completed By:

Kim Melton-Hahn

7-5-11

Investigative Coordinator

Date

Reviewed and Certified By:

Morgan

7/1/11

District PO Review Coordinator

Date



07/01/2011

SENIOR VICE PRESIDENT
GOVERNMENT RELATIONS AND PUBLIC POLICY
475 L'ENFANT PLAZA SW RM 10804
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close
the HOPE Post Office
Docket No. 1367374

This is to advise you that on 07/13/2011, I will post for public comment a proposal to close the HOPE Post Office in Steele,
Congressional District No. MN-01.

If you have any questions, please call MARGARET CAMPBELL District Review Coordinator at (612) 349-3568.

A handwritten signature in cursive script, appearing to read "Anthony Williams".

ANTHONY WILLIAMS
District Manager
NORTHLAND PFC District

cc: Manager, Customer Service Operations
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920
Proposal



07/07/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
HOPE Proposal
Docket No. 1367374 - 56046

Please post the enclosed proposal to close the HOPE Post Office in the lobby. The proposal must be posted in a prominent place from 07/13/2011 through close of business on 09/13/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (612) 349-3568.

A handwritten signature in black ink that reads "Margaret Campbell". The signature is fluid and cursive.

MARGARET CAMPBELL
Post Office Review Coordinator
NORTHLAND PFC District

Enclosures: PS Form 4920
Proposal
Invitation for Comments
Comment Forms
Official Record

Date of Posting: 07/13/2011

Date of Removal: 09/13/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE HOPE, MN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the Hope Post Office:

The Postal Service is considering the close of the Hope Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 07/13/2011 through 09/13/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

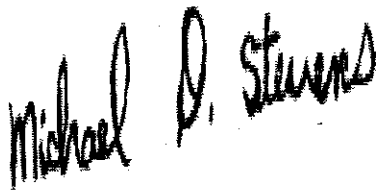
Copies of the proposal and optional comment forms are available upon request at the Hope Post Office and Ellendale Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

MARGARET CAMPBELL
100 SOUTH FIRST ST. ROOM 409
MINNEAPOLIS, MN 55401-9990

For more information, you may call MARGARET CAMPBELL at (612) 349-3568 or write to the above address.

Thank you for your assistance.



MICHAEL STEVENS
100 SOUTH FIRST ST. ROOM 409
MINNEAPOLIS, MN 55401-9990

Date of Posting: 07/13/2011

Posting Round Date:

Date of Removal: 09/13/2011

Removal Round Date:

**PROPOSAL TO CLOSE
THE HOPE, MN POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE**

DOCKET NUMBER 1367374 - 56046

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Hope, MN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ellendale Post Office, located eight miles away.

The postmaster position became vacant when the postmaster retired on November 01, 1996. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: A review of the Hope Post Office has shown that the workload has steadily decreased. Currently the office has only 1.6 hours of work per day. Revenue has dropped 16% over the past 3 years. The office is open 6 hours daily. The Hope residents must travel to other nearby communities to buy groceries and other goods and services.

The Hope Post Office, an EAS-55 level, provides service from 09:30 - 12:30 & 13:00 - 16:00 Monday - Friday, 09:00 - 11:00 Saturday and lobby hours of 7:00 - 17:00 on Monday - Friday and 7:00 - 17:00 on Saturday to 62 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged eight transaction(s) accounting for seven minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$32,121 (84 revenue units) in FY 2008; \$47,344 (123 revenue units) in FY 2009; and \$23,599 (62 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On June 29, 2011, representatives from the Postal Service were available at Hope Community Center on 37th Ave to answer questions and provide information to customers. 28 customer(s) attended the meeting.

On June 14, 2011, 62 questionnaires were distributed to delivery customers of the Hope Post Office. Questionnaires were also available over the counter for retail customers at the Hope Post Office. 33 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 4 favorable, 18 unfavorable, and 11 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Ellendale Post Office, an EAS-16 level office. Window service hours at the Ellendale Post Office are from 8:00 - 11:30 & 13:00 - 16:15, Monday through Friday, and 8:30 - 9:30 on Saturday. There are 145 post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- | | |
|---|---|
| <p>1. Concern:</p> <p>Response:</p> | <p>Customers asked why their Post Office was being discontinued while others were retained.</p> <p>Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.</p> |
| <p>2. Concern:</p> <p>Response:</p> | <p>Customers expressed concern about having to erect a rural mailbox.</p> <p>Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.</p> |
| <p>3. Concern:</p> <p>Response:</p> | <p>Customers expressed concern that postal employees at the administrative Post Office are rude.</p> <p>Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.</p> |
| <p>4. Concern:</p> | <p>Customers expressed concern that postal employees at the administrative Post Office are rude. Customer also expressed concern about long waiting lines and parking.</p> |

Response:

Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern along with your concerns about parking at lines at other offices will be conveyed to the postmaster by the Manager, Post Office Operations.

5. **Concern:**

Customers were concerned about disability hardship.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

6. **Concern:**

Customers were concerned about later delivery of mail.

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

7. **Concern:**

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

8. **Concern:**

Customers were concerned about obtaining services from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

9. **Concern:**

Customers were concerned about the inconvenience of travelling to another post office

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

10. **Concern:**

Customers were concerned about the lack of personal contact with the postal employee.

Response:

Rural Carriers are like a post office on wheels. Most transactions can be carried out without one on one contact, but if you have postal needs, you may meet your carrier at the rural mail box. If the carrier cannot meet your needs, there is a postal person available at other local post offices, who can help you.

11. **Concern:**

Customers were concerned about where they would purchase stamps.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

12. **Concern:**

Customer expressed a concern about package delivery and pickup.

Response:

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

13. **Concern:**

Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

Response:

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

14. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

15. **Concern:**

Customers felt the route should emanate from a different office than the one proposed because that office is closer.

Response:

The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Owatonna is a different 3-digit Zip Code from Ellendale, so mail processing is done in a different location.

16. **Concern:**

Customers inquired about mailbox installation and maintenance.

Response:

Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

17. **Concern:**

Customers were concerned about a change of ZIP Code.

Response:

The proposed change of the ZIP Code is necessary due to 911 addressing requirements. If you put up a rural box, you would use your street address and the Zip Code assigned by the county. You may continue to use "Hope MN" as the city name.

18. **Concern:**

Customers were concerned about senior citizens.

Response:

The Village Post Office will continue to provide stamp sales and package mailing services. The Village Post Office operator will provide special assistance to senior citizens and those who face special challenges.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned. However in order to ensure regular and effective service, the zip code will change to 56026.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Hope is an unincorporated community located in Steele County. The community is administered politically by County and Township Boards. Police protection is provided by the Steele County Sheriff's Department. Fire protection is provided by the Owatonna and Ellendale Fire Departments. The community is comprised of retirees, farmers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: First Lutheran Church; Somerset Township; Steele County Trail Association; Harvest Run for Hunger; Hope Creamery; Hope General Store; Hopeful Treasures; First National Bank of Waseca/Hope; Spurgy's Bar & Grill; R&L's Pitstop; The Shop; Krause's Livestock & Feed; Unforgotten Treasures; Tiger Treasures; Nancy Spindler Tupperware; SunOpta Grain; SunOpta Soy; SunRich Hearty & Natural; Wilkers Worldwide; LK Family Productions; Enviro Sense; Lynch Livestock; Lake Homes Construction; Schuler Trucking; Umbreit Trucking; Hedstrom Ins; S&S Classic Motor Sports; Vesta Schiller- Mary Kay; Pirk's Repair. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Hope Post Office will be available at the Ellendale Post Office. Government forms normally provided by the Post Office will also be available at the Ellendale Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customers felt the loss of a Post Office would have a detrimental effect on the business community.
Response: Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
Concern: Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.
Response: Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
3. **Concern:** Customers were concerned about growth in the community.
Response: The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

4. **Concern:**

Customers were concerned about loss of employment in the community.

Response:

The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on November 01, 1996. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 21,390 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 19,635
Fringe Benefits @ 33.5%	\$ 6,578
Annual Lease Costs	<u>+ \$ 3,000</u>
Total Annual Costs	\$ 29,213
Less Annual Cost of Replacement Service	<u>- \$ 7,823</u>
Total Annual Savings	<u>\$ 21,390</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Hope, MN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ellendale Post Office, located eight miles away.

The postmaster retired on November 01, 1996. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Hope Post Office provided delivery and retail service to 62 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged eight. There are one permit mailers or postage meter customers.

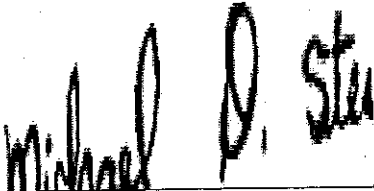
There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$21,390 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Hope Post Office and Ellendale Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.


MICHAEL STEVENS
Manager, Post Office Operations

07/13/2011
Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the HOPE Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date _____



09/08/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 09/13/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Margaret Campbell".

MARGARET CAMPBELL
Post Office Review Coordinator
100 SOUTH FIRST ST. ROOM 426B
MINNEAPOLIS, MN 55401-9990

Date of Posting: 07/13/2011

Date of Removal: 09/13/2011



UNITED STATES POSTAL SERVICE

**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE HOPE, MN POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE**



To the customers of the Hope Post Office:

The Postal Service is considering the close of the Hope Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 07/13/2011 through 09/13/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Hope Post Office and Ellendale Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

MARGARET CAMPBELL
100 SOUTH FIRST ST. ROOM 409
MINNEAPOLIS, MN 55401-9990

For more information, you may call MARGARET CAMPBELL at (612) 349-3568 or write to the above address.

Thank you for your assistance.

Michael D. Stevens

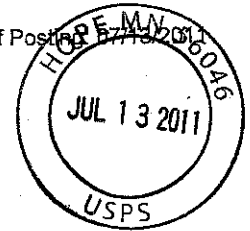
MICHAEL STEVENS
100 SOUTH FIRST ST. ROOM 409
MINNEAPOLIS, MN 55401-9990

DOCKET NO.
ITEM NO.
PAGE

56046
36
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Date of Posting: 6/7/11

Posting Round Date:



Date of Removal: 09/13/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE HOPE, MN POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1367374 - 56046

Date of Posting: 07/13/2011

Date of Removal: 09/13/2011



UNITED STATES POSTAL SERVICE

**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE HOPE, MN POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE**



To the customers of the Hope Post Office:

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Copies of the proposal and optional comment forms are available upon request at the Hope Post Office and Ellendale Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

MARGARET CAMPBELL
100 SOUTH FIRST ST. ROOM 409
MINNEAPOLIS, MN 55401-9990

For more information, you may call MARGARET CAMPBELL at (612) 349-3568 or write to the above address.

Thank you for your assistance.

Michael D. Stevens

MICHAEL STEVENS
100 SOUTH FIRST ST. ROOM 409
MINNEAPOLIS, MN 55401-9990

DOCKET NO.

ITEM NO.

PAGE

56046

36

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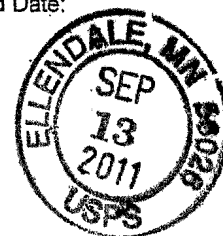
Date of Posting: 07/13/2011

Posting Round Date:



Removal: 09/13/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE HOPE, MN POST OFFICE
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DOCKET NUMBER 1367374 - 56046

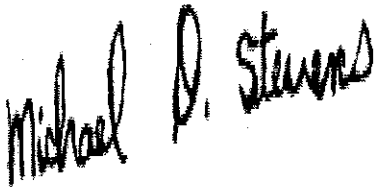
**NOTICE OF TAKING PROPOSAL AND COMMENTS
UNDER INTERNAL CONSIDERATION**

Date 09/13/2011

Postal Customers of the Hope Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Hope Post Office, which was posted 07/13/2011 through 09/13/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Hope Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens". The signature is written in a cursive, slightly slanted style.

MICHAEL STEVENS
100 SOUTH FIRST ST. ROOM 426B
MINNEAPOLIS, MN 55401-9990



08/01/2011

JAMES R. KRAUSE

PO BOX 86
HOPE, MN 56046

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Hope Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. You question whether the Internet is the cause of our volume decrease. In just one example, in 2010 over half of all bills were paid on line, and this number increases each year. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue and compete in the marketplace. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. We currently have more retail locations than Starbucks, McDonalds and WalMart combined. Like those businesses, we must look at where our customers are using our outlets, and where they can be effectively served by other methods.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in dark ink that reads "Michael D. Stevens".

Michael Stevens
Manager, Post Office Operations
100 South First St. Room 426B
Minneapolis, MN, 55401-9990

July 28, 2011

Margaret Campbell
Retail Specialist
USPS
100 S 1st St RM 405
Minneapolis, MN 55401-9551

PETITION ENCLOSED "PLEASE SIGN TO KEEP THE
HOPE MN POST OFFICE OPEN"
247 SIGNATURES, no printed names or addresses
RECEIVED 8/1/2011

RE: Post Office Location Closings

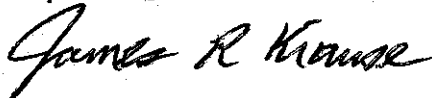
Here's my question to the Postal Service: Why was there a Post Office located in Hope, Minnesota? I have lived in Hope my entire life, 58 years, and see this community busier than it has ever been. I started working at age 8 years in the same business I now own and have watched my business grow every year, 2010 being the best year ever.

Your Post Office Administration claims that the Internet is the cause of their demise. I suggest that you, the USPS, challenge yourselves to figure out how to get the business of all those who are shipping out the products from Internet sales. How about implementing some Market Research and Market Analysis and devising a plan to improve your service and your business rather than just roll over and play dead, which, essentially, is what you are doing by closing locations that could be more than earning their keep. By closing 3,500 plus, 10% of your locations, you are forcing the public to utilize other services and carriers and causing using USPS to be inconvenient and a thing of the past. Why not use those existing locations & personnel to your advantage and go head to head with your competition to take enough business from them to make your locations profitable?

Here's the answer to my question in the first paragraph. The Post Office was established in Hope, Minnesota, because the businesses and residents needed a Post Office..... and they still do. Four dollar a gallon gasoline makes the existing Post Office a vital part of the Community.

I challenge you, the United States Postal Service, to do some research, do some work and brain storming. Figure out which parts of your business are not profitable and figure out a way to change it. Just giving up and closing all these locations, which will more than likely result in more closings, serves only to weaken your presence and erase your exposure. Less exposure means that eventually, USPS will be forgotten and left behind by more prominent businesses. It means that the young people of today, who will be the businessmen of tomorrow, will be asking Post Office? What's a Post Office, and who is this Jack Benny?

Respectfully,



James R. Krause
Krause Feeds & Supplies
507/413-3934 Cell Phone

58039

PLEASE SIGN TO KEEP THE HOPE, MN POST OFFICE OPEN

Docket 1367374-56046

Item 38

Page 2 of 2

NAME

COMMENTS

Jim Gustafson

Mike & Beonken

Ken Hansen

Open Christensen

David Christensen

Janet Gray

Mark Hagedorn

Dennis Reed

Long Moll

John [Signature]

[Signature]

Maybe look at the less efficient offices. Leave our low cost and efficient

The large businesses in this community depend on this Post-Office! We need a post office in a busy town like Hope!

it is very handy and a time saver

Necessary for business & personal mailing

Too bad so many throughout America have to be inconvenienced because there running your non government funded operation have no idea what they are doing, or how to be efficient, run a business or treat people. I hope that with these changes you will be changing your name to not include the words SERVICE or United States, as both are false advertising on your part.

PLEASE SIGN TO KEEP THE HOPE, MN POST OFFICE OPEN

Docket 1387374-58046
Item 38
Page 2C

NAME

COMMENTS

John Craig Olson

We really want to keep it open!!

DAVID VIEGUT

Keep OPEN

Shawn Henry

We really need this Post Office! Keep It Open!

Eric

Please Keep it.

Gene McKee

KEEP OPEN!!

Rose Ann Kubicki

Keep open

Bonnie McNeil

We need this office to stay open - Please!

Dore Rulster

Keep open

Larry Kumbaker

Keep it open

Angie Johnson

Convenient and necessary! Thank you!

Sam O'Brien

Please Keep it open

Jeff Jan

Please keep open

Jeff Jan

Charles Carroll

Charles Carroll

Hope Oak Knoll

Valerie Johnson

Jana Jones

David Fisher

Michael Fisher

My Name

PLEASE SIGN TO KEEP THE HOPE, MN POST OFFICE OPEN

Docket 1367374-56046
Item 38
Page 27

NAME

Marie Obberstein
Becky Larson
Karen Dunge
Brenda Kiecker
Marianne Thompson
Mary Ball
Kathleen Dunning
Theresa Langhammer
Paul Larson
Mary Sander
Esther
Richard Polachy
John Noble
Brynn
JAKE RYAN

COMMENTS

The Hope Post Office is a vital asset to this small community.
With businesses that will benefit from keeping it open.
The volume of items stated at the meeting during those 2 weeks
do not reflect the actual usage at other times
"The Post office is needed!"
Keep Offices
This is a vital office to this city
The Post Office is needed!!!
We need a Post office in town
We NEED this post office.

PLEASE SIGN TO KEEP THE HOPE, MN POST OFFICE OPEN

Docket 1367374-56046

Item 38

Page 21

NAME

COMMENTS

Heather Hope
Rick D. Dyer
Curtis Jones
James E. Dyer
Dale Barber
Tom Barber
Wes Barber
Ellen Barber
Carol Dyer
Lynn Dyer
Elin Dyer
Daphne Dyer
Angie Dyer
Sharon Dyer
Richard Dyer
Ed Dyer
Ann Dyer
Robert Dyer
Rick Dyer 9149 SW 3rd Ave P.O. Box 126
Angie Dyer
8777 3rd Ave SW P.O. Box 126

Keep our post office open. It would be a great inconvenience if it was closed!

PLEASE SIGN TO KEEP THE HOPE, MINNESOTA, POST OFFICE OPEN

NAME

COMMENT

Docket 1367374-56046

Item 38

Page 2 F

Rake Mott

North Mott

Unrecovered

Mark Albright

Mike

John Porters

David Bauman

David Clark

Long Leo Smith

John K. Rasmussen

John K. Rasmussen

John K. Rasmussen

John K. Rasmussen

John K. Rasmussen

John K. Rasmussen

John K. Rasmussen

John K. Rasmussen

John K. Rasmussen

John K. Rasmussen

John K. Rasmussen

John K. Rasmussen

John K. Rasmussen

John K. Rasmussen

PLEASE SIGN TO KEEP THE HOPE, MN POST OFFICE OPEN

Docket 1367374-56046
Item 38
Page 26

COMMENTS

NAME

Joe Farn
David Farn
Michael Wright
Robert Wright
John Burt
Robert Wilk
Ty Rysavy
David Herman
Ray Menden
John Menden
John Menden
Robert Menden
Marky Bosworth
Steve & Jim Rysavy
John Rysavy
Michael Allen
Joe Spiller
John Burt
Steve Dittich
Allen Rysavy
John Schmitt
John Menden
John Menden

How can Business in Hope Run w/o a Postoffice?

Keep open
Keep Post Office Open!!

Let's Keep Rural -
Keep it open!!!!
Keep it open!
Keep it going!!
Keep it open.

PLEASE SIGN TO KEEP THE HOPE, MN POST OFFICE OPEN

Docket 1367374-56046
Item 38
Page 24

NAME

COMMENTS

Andrew & Curt Blom
Margaret K. Gagnier
Cathy Pratt
Heidi Blom
Gilly Gagnier
Dan Nelson
Bridgette K. Gagnier
Curt K. Gagnier
Tim Kroll
Mike Hickman
Matt Demel
Missy Totter
Tamara Morrison
Mark LaRue
Ann Duggan
Chris Holsted
Bob Dunn
Lared Bonrester
John Huff
Don Muga
David Melby
Barbara Hanson
Jeremy Bam
David Spender

A lot of people in community depend on this
Keep it open
That's Not Right!

We need it open
Haven't small towns got enough services
we need it open

Want the convenience of shipping boxes

We Need It
Please help & support our small towns

PLEASE SIGN TO KEEP THE HOPE, MN POST OFFICE OPEN

Docket 1367374-56046
Item 38
Page 21

NAME

COMMENTS

Tom Hooper
Dean Goffe
Karl Sika
Jimmie
Linda Wilkin
Alan Wilm
Lorraine Gault
Mary Hoag
Mike Davis
Steve Smith
Roger Mendenhall
Michael Smith
Dave Kuchner
Clayton Towner
John & Mary
John & Mary
Lee & Mary
Curt Gowan
Phyllis
Edna & Frank
Gordon & Mary
Charles Gowan

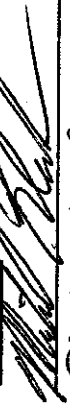
Keep open
Keep it open for BUSINESS
Need to keep it open
Keep open - goh R.I. as our "Dictators"
IT SHOULD BE KEPT OPEN BECAUSE IT IS AN ASSET TO THE COMMUNITY
Helps Rural areas
Keeps Hope alive & well! Mail is safer inside than out!
Keep the place open
Keep open
Keep open helps our business
Please consider keeping open
Keep open
Need it open
Need to be open
Mark King & John
IT'S HARDY TO HAVE!
Keep open helps rural Community & my business
Keep open
Keep open
Keep it open - handy
Keep open

PLEASE SIGN TO KEEP THE HOPE, MN POST OFFICE OPEN

Docket 1367374-56046
Item 38
Page 2 J

NAME

COMMENTS



Use It All the time

Kevin Wadsworth



Very Handy use it weekly

David Adams



Wayne Sommers



Sally Logan



Brad Hays



Paul Johnson



Jim Spivey



Kris Hendrick



Bob Olson



Beth Hermann



Ann Levin



Steve Otterson



Bob Charnowsky



Bruce Whitford

Stephen Smith

Dave Engel

David Charles

Christine Erickson

Cindy Boyer

Very Convenient - weekly use of it

Vital part of the business community!

We need our post office!!!

PLEASE SIGN TO KEEP THE HOPE, MN POST OFFICE OPEN

Docket 1367374-58046
Item 38
Page 2 K

NAME

COMMENTS

Lee E. Bann
Mason Rogers
John F. Young
Humbert K. Stach
Eugene Trumberry
Glen W. Wink
Dan [unclear]
Shawn Benson
Mary Henson
Karin C. Hoyer
Chris Harkins
Angie Bann
Scott [unclear]
Core E. Mullen
John G. Juhik
[unclear]
Amy Douba
Joe Zedler
Kendall Boyd
David K. [unclear]
Zachary Campbell
Amy Dallman
Steve Selch
GAT Cassen

Keep it OPEN
Keep open
KEEP OPEN!
Keep open
Keep Open
Keep open
Keep it open
Keep it open!
Keep it open!
no where else to go keep it open
Keep the post office open
it would be very inconvenient to lose this post office
Keep it OPEN
Keep open
Keep open
We need it here!!!
Keep them open!
Keep open
keep open
"

PLEASE SIGN TO KEEP THE HOPE, MN POST OFFICE OPEN

Docket 1367374-56046
Item 38
Page 21

NAME

COMMENTS

Hope Oak Knoll

Keep it open

~~Picture Perfect Clearing~~

Keep open

The Hope Shop

Keep open

Nina Zak

We need this open

Patricia Clausen

David G. Buckelew

Aimee Marsh

Keep open

James J. Jones

Keep open

Ron Lewiston

KEEP OPEN, VITAL FOR OUR EVENT

Bucky Ham

Keep open

Kyle Jackson

Keep open

Mary Ann Shady

Please leave Hope P.O. open
we need this PO to stay open.

David Erickson

Keep open

Sharon M. Brock

Keep this wonderful body in business!!

Marci A. Whelan

Keep open!

Neil Whelan

Keep open

Donna J. Dyer

Keep open

Andrea Lander

Keep open

Shari Harrison

Keep open

Suzanne Schaefer

Keep open

Wendy Schaefer

Please keep open -

Wayne R. Mott

Keep open!

James Hope

PLEASE SIGN TO KEEP THE HOPE, MINNESOTA, POST OFFICE OPEN

Docket 1367374-56046
Item 38
Page 2M

NAME

COMMENT

Shulka
Jan Swat
Dore Stork
Paul Brooks

Keep Small towns Going

Larry Mott

Julie Dulas
Larry Gaster
Samuel Dodge

Sam Hilly
Miriam Gaudin
Ben Chapple

Mark EC

Kari Harpel

Mark

Karen Kasper

Harold Krause

Charles Cornell

Barbara Cornell

Hope and Harold

✓



08/10/2011

DORIS STADHEIM
8509 SW 72ND AVE
ELLENDALE, MN 56026

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Hope Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a question about which office the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others. We are pleased to hear you have been happy with the the personnel at the post office and the services she provides.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Margaret Campbell at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Michael D. Stevens".

Michael Stevens
Manager, Post Office Operations
100 South First St. Room 426B
Minneapolis, MN, 55401-9990

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the HOPE Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We live 4 miles from Hope and 10 miles from the next post office. To close Hope post office would be a big inconvenience for us.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The Hope community is a small quaint establishment. I think it would be unfortunate to close the post office as it is a base - an important one for the community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Laurie is a wonderful person and an asset to the post office. She's friendly, helpful and it would be sad to have this entity close.

Doris Stadheim
Name of Postal Customer

Doris Stadheim
Signature of Postal Customer

8509 SW 72nd Ave
Mailing Address

Ellendale, MN 56026
City, State, and ZIP Code

7-26-11
Date



A. Office

Name: HOPE State: MN Zip Code: 56046
Area: WESTERN District: NORTHLAND PFC
Congressional District: MN-01 County: STEELE
EAS Grade: 55 Finance Number: 264580
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Margaret Campbell
Title: NORTHLAND PFC Post Office Review Coordinator
Tele No: (612) 349-3568

Date: 09/14/2011
Fax No: (612) 349-0389

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	2
Favorable comments	0
Unfavorable comments	2
No opinion expressed	0
Total comments returned	2

Postal Concerns

The following postal concerns were expressed

1. Concern (UnFavorable):
Customers felt the route should emanate from a different office than the one proposed because that office is closer.

Response:

The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others. We are pleased to hear you have been happy with the the personnel at the post office and the services she provides.

2. Concern (UnFavorable):
In response to your letter and list of signatures:

Response:

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. You question whether the Internet is the cause of our volume decrease. In just one example, in 2010 over half of all bills were paid on line, and this number increases each year. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue and compete in the marketplace. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. We currently have more retail locations than Starbucks, McDonalds and WalMart combined. Like those businesses, we must look at where our customers are using our outlets, and where they can be effectively served by other methods.

Nonpostal Concerns

The following nonpostal concerns were expressed

DOCKET NO.

1367374-56046

ITEM NO.

41

PAGE

1

Date of Posting: 07/13/2011

Posting Round Date:

Date of Removal: 09/13/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE HOPE, MN POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE
(REVISED)

DOCKET NUMBER 1367374 - 56046

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Hope, MN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ellendale Post Office, located eight miles away.

The postmaster position became vacant when the postmaster retired on November 01, 1996. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: A review of the Hope Post Office has shown that the workload has steadily decreased. Currently the office has only 1.6 hours of work per day. Revenue has dropped 16% over the past 3 years. The office is open 6 hours daily. The Hope residents must travel to other nearby communities to buy groceries and other goods and services.

The Hope Post Office, an EAS-55 level, provides service from 09:30 - 12:30 & 13:00 - 16:00 Monday - Friday, 09:00 - 11:00 Saturday and lobby hours of 7:00 - 17:00 on Monday - Friday and 7:00 - 17:00 on Saturday to 62 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged eight transaction(s) accounting for seven minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$32,121 (84 revenue units) in FY 2008; \$47,344 (123 revenue units) in FY 2009; and \$23,599 (62 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On June 29, 2011, representatives from the Postal Service were available at Hope Community Center on 37th Ave to answer questions and provide information to customers. 28 customer(s) attended the meeting.

On June 14, 2011, 62 questionnaires were distributed to delivery customers of the Hope Post Office. Questionnaires were also available over the counter for retail customers at the Hope Post Office. 33 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 4 favorable, 18 unfavorable, and 11 expressed no opinion.

A petition supporting the retention of the Hope Post Office was received on September 14, 2011, with 247 signatures. If this proposal is implemented, delivery and retail services will be provided by the Ellendale Post Office, an EAS-16 level office. Window service hours at the Ellendale Post Office are from 8:00 - 11:30 & 13:00 - 16:15, Monday through Friday, and 8:30 - 9:30 on Saturday. There are 145 post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- | | |
|--------------------|---|
| 1. Concern: | Customers asked why their Post Office was being discontinued while others were retained. |
| Response: | Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. |
| 2. Concern: | Customers expressed concern about having to erect a rural mailbox. |
| Response: | Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient. |
| 3. Concern: | Customers expressed concern that postal employees at the administrative Post Office are rude. |
| Response: | Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations. |
| 4. Concern: | Customers expressed concern that postal employees at the administrative Post Office are rude. Customer also expressed concern about long waiting lines and parking. |

Response:

Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern along with your concerns about parking at lines at other offices will be conveyed to the postmaster by the Manager, Post Office Operations.

5. Concern:

Customers were concerned about disability hardship.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

6. Concern:

Customers were concerned about later delivery of mail.

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

7. Concern:

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

8. Concern:

Customers were concerned about obtaining services from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

9. Concern:

Customers were concerned about the inconvenience of travelling to another post office

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

10. Concern:

Customers were concerned about the lack of personal contact with the postal employee.

Response:

Rural Carriers are like a post office on wheels. Most transactions can be carried out without one on one contact, but if you have postal needs, you may meet your carrier at the rural mail box. If the carrier cannot meet your needs, there is a postal person available at other local post offices, who can help you.

11. **Concern:**

Customers were concerned about where they would purchase stamps.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

12. **Concern:**

Customers felt the route should emanate from a different office than the one proposed because that office is closer.

Response:

The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others. We are pleased to hear you have been happy with the the personnel at the post office and the services she provides.

13. **Concern:**

In response to your letter and list of signatures:

Response:

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. You question whether the Internet is the cause of our volume decrease. In just one example, in 2010 over half of all bills were paid on line, and this number increases each year. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue and compete in the marketplace. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. We currently have more retail locations than Starbucks, McDonalds and WalMart combined. Like those businesses, we must look at where our customers are using our outlets, and where they can be effectively served by other methods.

14. **Concern:**

Customer expressed a concern about package delivery and pickup.

Response:

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

15. **Concern:**

Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

Response:

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

16. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

17. **Concern:**

Response:

Customers inquired about mailbox installation and maintenance.

Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

18. **Concern:**

Response:

Customers were concerned about a change of ZIP Code.

The proposed change of the ZIP Code is necessary due to 911 addressing requirements. If you put up a rural box, you would use your street address and the Zip Code assigned by the county. You may continue to use "Hope MN" as the city name.

19. **Concern:**

Response:

Customers were concerned about senior citizens.

The Village Post Office will continue to provide stamp sales and package mailing services. The Village Post Office operator will provide special assistance to senior citizens and those who face special challenges.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned. However in order to ensure regular and effective service, the zip code will change to 56026.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Hope is an unincorporated community located in STEELE County. The community is administered politically by County and Township Boards. Police protection is provided by the Steele County Sheriff's Department. Fire protection is provided by the Owatonna and Ellendale Fire Departments. The community is comprised of retirees, farmers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: First Lutheran Church; Somerset Township; Steele County Trail Association; Harvest Run for Hunger; Hope Creamery; Hope General Store; Hopefull Treasures; First National Bank of Waseca/Hope; Spurgy's Bar & Grill; R&L's Pitstop; The Shop; Krause's Livestock & Feed; Unforgotten Treasures; Tiger Treasures; Nancy Spindler Tupperware; SunOpta Grain; SunOpta Soy; SunRich Hearty & Natural; Wilkers Worldwide; LK Family Productions; Enviro Sense; Lynch Livestock; Lake Homes Construction; Schuler Trucking; Umbreit Trucking; Hedstrom Ins; S&S Classic Motor Sports; Vesta Schiller- Mary Kay; Pirk's Repair. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Hope Post Office will be available at the Ellendale Post Office. Government forms normally provided by the Post Office will also be available at the Ellendale Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customers felt the loss of a Post Office would have a detrimental effect on the business community.
Response: Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
2. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.
Response: Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
3. **Concern:** Customers were concerned about growth in the community.
Response: The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

4. **Concern:**

Customers were concerned about loss of employment in the community.

Response:

The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on November 01, 1996. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 21,390 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 19,635
Fringe Benefits @ 33.5%	\$ 6,578
Annual Lease Costs	<u>+ \$ 3,000</u>
Total Annual Costs	\$ 29,213
Less Annual Cost of Replacement Service	<u>- \$ 7,823</u>
Total Annual Savings	<u>\$ 21,390</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Hope, MN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ellendale Post Office, located eight miles away.

The postmaster retired on November 01, 1996. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Hope Post Office provided delivery and retail service to 62 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged eight. There are one permit mailers or postage meter customers.

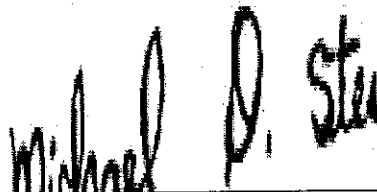
There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$21,390 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Ellendale Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.


MICHAEL STEVENS
Manager, Post Office Operations

07/13/2011
Date

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 05/22/2011																								
2. Post Office Name HOPE		3. State and ZIP + 4 Code MN, 55046-2003																										
4. District, Customer Service NORTHLAND PFC	5. Area, Customer Service WESTERN	6. County STEELE	7. Congressional District MN-01																									
8. Reason for Proposal to Discontinue A review of the Hope Post Office has shown that the workload has steadily decreased. Currently the office has only 1.6 hours of work per day. Revenue has dropped 16% over the past 3 years. The office is open 6 hours daily. The Hope residents must travel to other nearby communities to buy groceries and other goods and services.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 11/01/1996 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150) Downgraded from EAS-55 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 0 No of Career- 0 No of Non-Career- 1		a. Time M-F 09:30 - 12:30 & 13:00 - 16:00 Sat 09:00 - 11:00 Total Window Hours Per Week a. Lobby Time M-F 7:00 - 17:00 Sat 7:00 - 17:00 32.00																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 62 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 62 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 7.80		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>153</td> <td>19</td> </tr> <tr> <td>b. Newspaper</td> <td>42</td> <td>0</td> </tr> <tr> <td>c. Parcel</td> <td>1</td> <td>1</td> </tr> <tr> <td>d. Other</td> <td>23</td> <td>0</td> </tr> <tr> <td>e. Total</td> <td>219</td> <td>20</td> </tr> <tr> <td>f. No. of Postage Meters</td> <td></td> <td>1</td> </tr> <tr> <td>g. No. of Permits</td> <td></td> <td>0</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	153	19	b. Newspaper	42	0	c. Parcel	1	1	d. Other	23	0	e. Total	219	20	f. No. of Postage Meters		1	g. No. of Permits		0
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Finances a. FY 2008 2009 2010		Receipts \$ 32,121 \$ 47,344 \$ 23,599	b. EAS Step 1 PM Basic Salary (no Cola) \$ 19635	c. PM Fringe Benefits (33.6% of b.) \$5,578																								
15a. Quarters																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 01/01/1900 Annual Lease \$ 3000 30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																												
15b. Explain: Month to month lease																												
17. Schools, Churches and Organization in Service Area: No: 4 First Lutheran Church; Somerset Township; Steele County Trail Association; Harvest Run for Hunger		19. Administrative/Emanating Office (Proposed): Name ELLENDALE EAS Level 16 Miles Away 8.2 8:00 - 11:30 & 13:00 Window Service Hours: M-F 16:15 SAT 8:30 - 9:30 Lobby Hours: M-F 7:00 - 16:15 SAT 7:00 - 16:30 PO Boxes Available: 145																										
18. Businesses in Service Area: No: 26 Hope Creamery; Hope General Store; Hopefull Treasures; First National Bank of Waseca/Hope; Spurgy's Bar & Grill; R&L's Pittstop; The Shop; Krause's Livestock & Feed; Unforgotten Treasures; Tiger Treasures; Nancy Spindler Tupperware; SunOpta Grain; SunOpta Soy; SunRich Hearty & Natural; Wilkers Worldwide; LK Family Productions; Enviro Sense; Lynch Livestock; Lake Homes Construction; Schuler Trucking; Umbreit Trucking; Hedstrom Ins; S&S Classic Motor Sports; Vesta Schiller- Mary Kay; Pirk's Repair		20. Nearest Post Office (if different from above): Name ELLENDALE EAS Level 16 Miles Away 8.2 8:00 - 11:30 & 13:00 Window Service Hours: M-F 16:15 SAT 8:30 - 9:30 Lobby Hours: M-F 7:00 - 16:15 SAT 7:00 - 16:30 PO Boxes Available: 145																										
21. Prepared by																												
Printed Name and Title MARGARET CAMPBELL		Signature MARGARET CAMPBELL		Telephone No. AC () (612) 349-3568																								
PO Discontinuance Coordinator Name MARGARET CAMPBELL		Telephone No. AC () (612) 349-3568		Location MINNEAPOLIS, MN																								



09/14/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
HOPE
Docket Number 1367374 - 56046

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in cursive script, appearing to read "Anthony Williams", written in dark ink.

ANTHONY WILLIAMS
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: HOPE, MN, 56046-2003
 EAS Level: 55
 District: NORTHLAND PFC
 County: STEELE
 Congressional District: MN-01

Proposal: ☒ Close ☐ Consolidate

Reason For Proposed: retired
 Alternate Service Proposed: Rural Route Service

Customers Affected:
 Post Office Box: 62
 General Delivery: 0
 Rural Route: 0
 Highway Contract Route (HCR): 0
 City Route: 0
 Intermediate Rural: 0
 Intermediate HCR: 0
 Total number of customers: 62

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
11/01/1996	Postmaster vacancy occurred. Reason: retired
	OIC: Career: 0 Noncareer: 1 Other Employees: 1
05/24/2011	District manager authorization to study.
06/14/2011	Questionnaires sent to customers. Number sent: 62 Number Returned: 33
09/14/2011	Analysis: Favorable 4 Unfavorable 18 No Opinion 11
	Petition received. Number of signatures: 247
	Concerns expressed:
	Congressional inquiry received: No
	Concerns expressed:
07/07/2011	Proposal and checklist sent to district for review.
07/01/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
07/07/2011	Proposal and invitation for comments posted and round-dated.
09/14/2011	Proposal and invitation for comments removed and round-dated.
9-13-11	Comment Analysis: Favorable 0 Unfavorable 2 No Opinion 0 2
None	Premature PRC appeal received. Concerns expressed:
06/22/2011	Updated PS Form 4920 completed (if necessary).
09/14/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal: Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: _____ Effective date: _____

Review Coordinator/person most familiar with the case:

MARGARET CAMPBELL

 Name/Title
 MARGARET CAMPBELL

 District Post Office Review Coordinator

(612) 349-3568

 Telephone Number
 (612) 349-3568

 Telephone Number



09/29/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Hope Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Margaret Campbell, Post Office Review Coordinator, at (612) 349-3568 or Michael Stevens Manager Post Office Operations.

A handwritten signature in black ink, appearing to read "Anthony Williams".

ANTHONY WILLIAMS
DISTRICT MANAGER
100 SOUTH FIRST ST. ROOM 426B
MINNEAPOLIS, MN 55401-9990

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4E/P1367374.pdf>)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, WESTERN Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the HOPE was received by 10/02/2011.
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

Date of Posting: 12/06/2011

Date of Removal: 01/07/2012

**FINAL DETERMINATION TO CLOSE
THE HOPE, MN POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE**

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Hope, MN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ellendale Post Office, located eight miles away.

The postmaster position became vacant when the postmaster retired on November 01, 1996. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: A review of the Hope Post Office has shown that the workload has steadily decreased. Currently the office has only 1.6 hours of work per day. Revenue has dropped 16% over the past 3 years. The office is open 6 hours daily. The Hope residents must travel to other nearby communities to buy groceries and other goods and services.

The Hope Post Office, an EAS-55 level, provides service from 09:30 - 12:30 & 13:00 - 16:00 Monday - Friday, 09:00 - 11:00 Saturday and lobby hours of 7:00 - 17:00 on Monday - Friday and 7:00 - 17:00 on Saturday to 62 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged eight transaction(s) accounting for seven minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$32,121 (84 revenue units) in FY 2008; \$47,344 (123 revenue units) in FY 2009; and \$23,599 (62 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On June 29, 2011, representatives from the Postal Service were available at Hope Community Center on 37th Ave to answer questions and provide information to customers. 28 customer(s) attended the meeting.

On June 14, 2011, 62 questionnaires were distributed to delivery customers of the Hope Post Office. Questionnaires were also available over the counter for retail customers at the Hope Post Office. 33 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 4 favorable, 18 unfavorable, and 11 expressed no opinion.

A petition supporting the retention of the Hope Post Office was received on September 14, 2011, with 247 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Ellendale Post Office, an EAS-16 level office. Window service hours at the Ellendale Post Office are from 8:00 - 11:30 & 13:00 - 16:15, Monday through Friday, and 8:30 - 9:30 on Saturday. There are 145 post office boxes available.

The proposal to close the Hope Post Office was posted with an invitation for comment at the Hope Post Office and Ellendale Post Office from July 13, 2011 to September 13, 2011. The following additional concerns were received during the proposal posting period:

- | | |
|--------------------|---|
| 1. Concern: | Customers asked why their Post Office was being discontinued while others were retained. |
| Response: | Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. |
| 2. Concern: | Customers expressed concern about having to erect a rural mailbox. |
| Response: | Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient. |
| 3. Concern: | Customers expressed concern that postal employees at the administrative Post Office are rude. |
| Response: | Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations. |
| 4. Concern: | Customers expressed concern that postal employees at the administrative Post Office are rude. Customer also expressed concern about long waiting lines and parking. |

Response:

Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern along with your concerns about parking at lines at other offices will be conveyed to the postmaster by the Manager, Post Office Operations.

5. **Concern:**

Customers were concerned about disability hardship.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

6. **Concern:**

Customers were concerned about later delivery of mail.

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the d

7. **Concern:**

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

8. **Concern:**

Customers were concerned about obtaining services from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

9. **Concern:**

Customers were concerned about the inconvenience of travelling to another post office

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

10. **Concern:**

Customers were concerned about the lack of personal contact with the postal employee.

Response:

Rural Carriers are like a post office on wheels. Most transactions can be carried out without one on one contact, but if you have postal needs, you may meet your carrier at the rural mail box. If the carrier cannot meet your needs, there is a postal person available at other local post offices, who can help you.

11. **Concern:**

Customers were concerned about where they would purchase stamps.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

12. **Concern:**

Customers felt the route should emanate from a different office than the one proposed because that office is closer.

Response:

The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others. We are pleased to hear you have been happy with the the personnel at the post office and the services she provides.

13. **Concern:**

In response to your letter and list of signatures:

Response:

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. You question whether the Internet is the cause of our volume decrease. In just one example, in 2010 over half of all bills were paid on line, and this number increases each year. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue and compete in the marketplace. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. We currently have more retail locations than Starbucks, McDonalds and WalMart combined. Like those businesses, we must look at where our customers are using our outlets, and where they can be effectively served by other methods.

14. **Concern:**

Customer expressed a concern about package delivery and pickup.

Response:

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

15. **Concern:**

Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

Response:

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

16. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

17. Concern:

Customers inquired about mailbox installation and maintenance.

Response:

Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

18. Concern:

Customers were concerned about a change of ZIP Code.

Response:

The proposed change of the ZIP Code is necessary due to 911 addressing requirements. If you put up a rural box, you would use your street address and the Zip Code assigned by the county. You may continue to use "Hope MN" as the city name.

19. Concern:

Customers were concerned about senior citizens.

Response:

The Village Post Office will continue to provide stamp sales and package mailing services. The Village Post Office operator will provide special assistance to senior citizens and those who face special challenges.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned. However in order to ensure regular and effective service, the zip code will change to 56026.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Hope is an unincorporated community located in STEELE County. The community is administered politically by County and Township Boards. Police protection is provided by the Steele County Sheriff's Department. Fire protection is provided by the Owatonna and Ellendale Fire Departments. The community is comprised of retirees, farmers and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: First Lutheran Church; Somerset Township; Steele County Trail Association; Harvest Run for Hunger; Hope Creamery; Hope General Store; Hopefull Treasures; First National Bank of Waseca/Hope; Spurgy's Bar & Grill; R&L's Pitstop; The Shop; Krause's Livestock & Feed; Unforgotten Treasures; Tiger Treasures; Nancy Spindler Tupperware; SunOpta Grain; SunOpta Soy; SunRich Hearty & Natural; Wilkers Worldwide; LK Family Productions; Enviro Sense; Lynch Livestock; Lake Homes Construction; Schuler Trucking; Umbreit Trucking; Hedstrom Ins; S&S Classic Motor Sports; Vesta Schiller- Mary Kay; Pirk's Repair. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Hope Post Office will be available at the Ellendale Post Office. Government forms normally

provided by the Post Office will also be available at the Ellendale Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:**

Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response:

Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

2. **Concern:**

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response:

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

3. **Concern:**

Customers were concerned about growth in the community.

Response:

The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

4. **Concern:**

Customers were concerned about loss of employment in the community.

Response:

The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on November 01, 1996. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 21,390 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 19,635
Fringe Benefits @ 33.5%	\$ 6,578
Annual Lease Costs	<u>+ \$ 3,000</u>
Total Annual Costs	\$ 29,213
Less Annual Cost of Replacement Service	<u>- \$ 7,823</u>
Total Annual Savings	<u>\$ 21,390</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

This is the final determination to close the Hope, MN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ellendale Post Office, located eight miles away.

The postmaster retired on November 01, 1996. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Hope Post Office provided delivery and retail service to 62 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged eight. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$21,390 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Hope Post Office and Ellendale Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Hope Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Hope Post Office and Ellendale Post Office during normal office hours.



Dean J Granholm
Vice President of Delivery and Post Office Operations

12/01/2011

Date



12/06/2011

OFFICER-IN-CHARGE/POSTMASTER
Hope Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Hope Post Office Final Determination
Docket No. 1367374 - 56046

Please post in the lobby the enclosed final determination to close the Hope Post Office. The final determination must be posted in a prominent place from 12/06/2011 through close of business on 01/07/2012. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 01/08/2012.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (612) 349-3568.

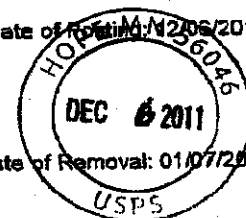
Sincerely,

A handwritten signature in cursive script that reads "Margaret Campbell".

MARGARET CAMPBELL
POST OFFICE REVIEW COORDINATOR
100 SOUTH FIRST ST. ROOM 426B
MINNEAPOLIS, MN 55401-9990

Docket: 1357374 - 56046
Item Nbr: 49
Page Nbr: 1

Date of Posting: 12/06/2011



Date of Removal: 01/07/2012

FINAL DETERMINATION TO CLOSE
THE HOPE, MN POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

Docket: 1367374 - 56046
Item No: 44
Page No: 2 49



Date of Posting: 12/06/2011

Date of Removal: 01/07/2012

**FINAL DETERMINATION TO CLOSE
THE HOPE, MN POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE**



12/28/2011

DISTRICT MANAGER
NORTHLAND PFC
100 SOUTH FIRST ST. ROOM 426B
MINNEAPOLIS, MN, 55401-9990

ATTENTION: Post Office Review Coordinator

SUBJECT: Announcement of Appeal to the Discontinuance of the
HOPE, 56046-2003 Docket No. 1367374 - 56046

This is to advise you that an appeal to the final determination to discontinue the HOPE has been filed with the Postal Regulatory Commission. The Headquarters managing counsel, legal policy and ratemaking office, will provide you with copies of all pleadings, notices, orders, briefs, and opinions filed in the appeal proceeding.

In accordance with the Postal Operations Manual, please ensure that a copy of these documents, as well as the final determination, are prominently displayed and made available for inspection by the public at the affected Post Offices until the Commission has issued its final order and opinion. The Postal Regulatory commission has up to 120 days (four months) to consider the appeal and issue its decision.

No final action may be taken until the final decision has been made and you have received written notification of that decision along with appropriate instructions.

This memorandum must be filed in the official record.

If you have any questions, please contact Kevin Romero at (916) 373-8315.

Thank you for your cooperation.

Kevin Romero
Manager Field Performance West

cc:
Vice President, Area Operations WESTERN Area
Government Relations and Public Policy